Work with grouped call threads (by phone number)

Purpose: Handle multiple interactions from the same person as a single workflow.

Steps

- Calls are **grouped by the caller’s phone number** in the table. All entries inside a group typically belong to the same patient or task.
- Start with the **oldest unresolved row** in a group and work upward.
- Use **Primary Reason** and **Duration** to triage; brief failed attempts (e.g., `00:04`) may indicate a callback is needed.

Tip and good practice

When you complete a task for a group, move/assign the open item to the right owner and update disposition (per your clinic process).

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