



Navigating the Contact List

Written By: Brendon Welch

CONTACTS

[Return to main menu](#)

External Contacts and Organizati...

Q Search for pages, users, groups and locations

[Help](#) [Calls](#) [Inbox](#) [Agent Workspace](#) [Off Queue](#)

External Contacts and Organizations

External Contacts and Organizations

Comprehensive repository of data about your external contacts and organizations. Here you can search, create and edit contacts and organizations

+ Add

Q FREQU

Filter by Division

Contacts (17)

Organizations (0)

Name	Title	Organization	Division	Email	Phone
Frequently Used, All FM/IM Priority		Sharp			
Frequently Used, Billing/Patient Financial Services		Sharp			
Frequently Used, HIM	Request Records	Sharp			
Frequently Used, Main EN PQ (IM/FM)	Internal Medicine, Family Medicine Primary Care	Sharp			
Frequently Used, Nurse Connection	For emergent calls, remain on the line and warm transfer the caller.	Sharp			
Frequently Used, OB/GYN Quick Connect		Sharp			
Frequently Used, PCC Obstetrics and Gynecology		Sharp			
Frequently Used, PCC Specialty Queue	Neurology, Oncology/Hematology, Podiatry, and Urology	Sharp			
Frequently Used, Pharmacy / Prior Auth		Sharp			
Frequently Used, Revenue Mgmt & Business Services/RBS Call Center		Sharp			
Frequently Used, Sharp Health Plan	Member Services	Sharp			

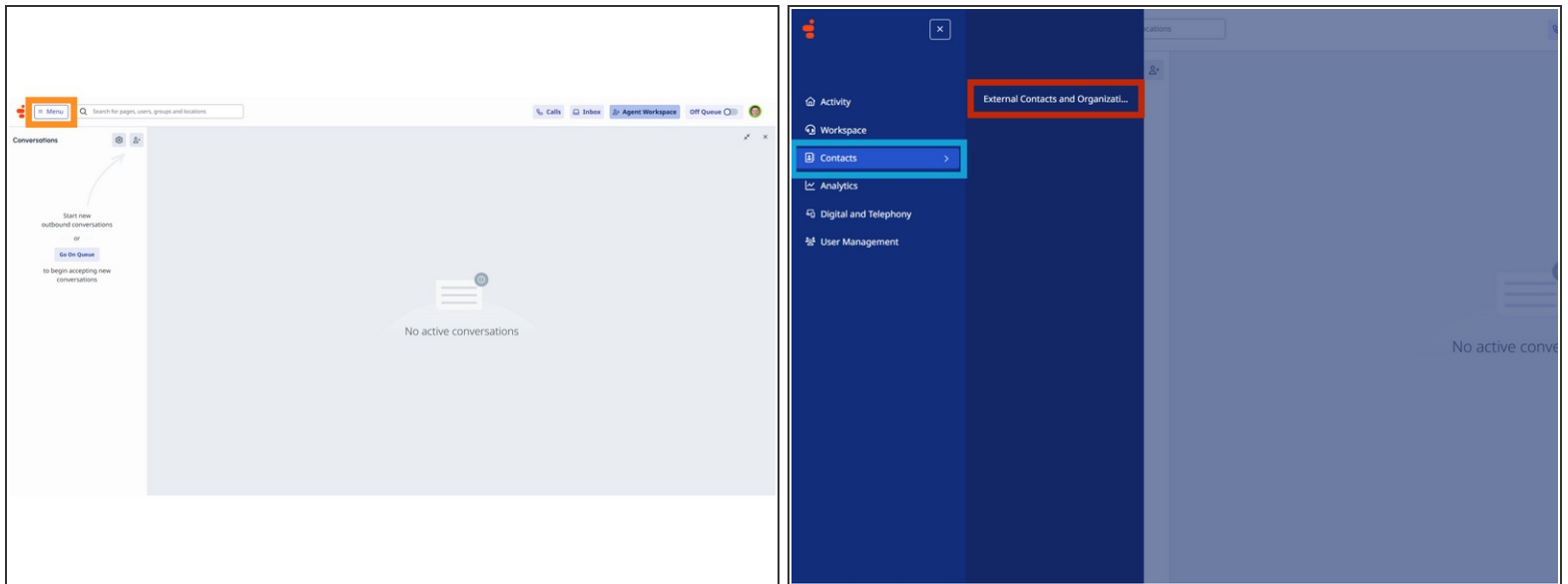
1 - 17 of 17

25

per page

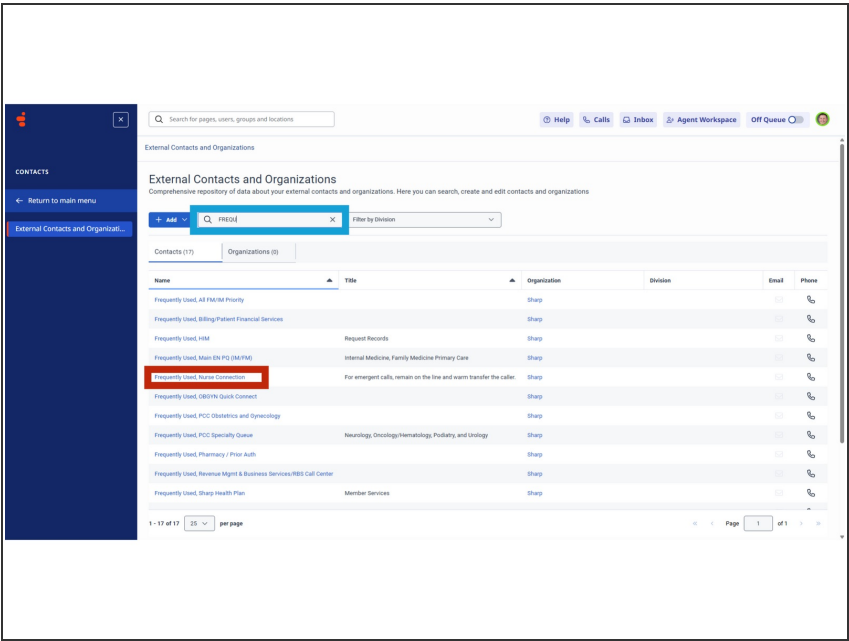
Page 1 of 1

Step 1 — Navigating the Contact List



- Click **Menu**
- Click **Contacts**
- Select **External Contacts and Organizations**

Step 2



To search more effectively, include the name of the organization and a few characters from the specific line you are looking for.

Enter the **Organization and description** in the search field

Click on a **Contact** to review the information

EXAMPLE: Frequently

*Calls initiated from this screen will not be from a specific queue. It is best practice to make a note of the number and make the outbound call from **Agent Workspace**.*