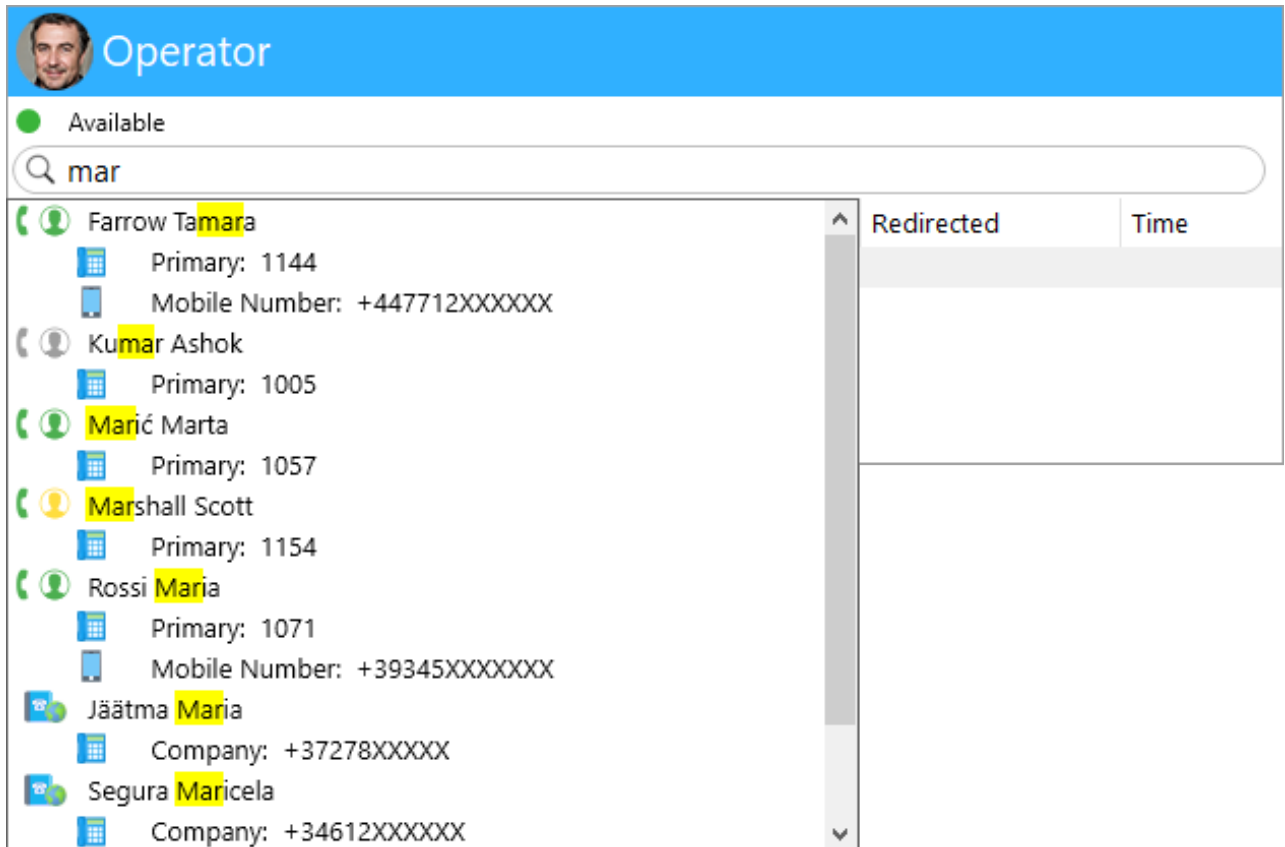


Global search

The global search field is located in the *Operator* pane and has the capability to search any contact in a single place. Typing in this text field will show all matches from any entity.



The search results are sorted by kind of entity and are displayed in the following order:

1. COC users
2. Favorites
3. Outlook contacts
4. External contacts

The fields searched during global search include the first and last name, phone number, email address, company name, and department name.

Clicking on a contact from the search results will reveal and select the contact in its respective pane, e.g. in the *User* pane's *All* tab if it is a COC user or in the *Favorites* pane if it is a Favorite entry.

Furthermore, the global search field can be used to dial a phone number. By entering a phone number and pressing the Enter key, a call will be initiated using your primary device.