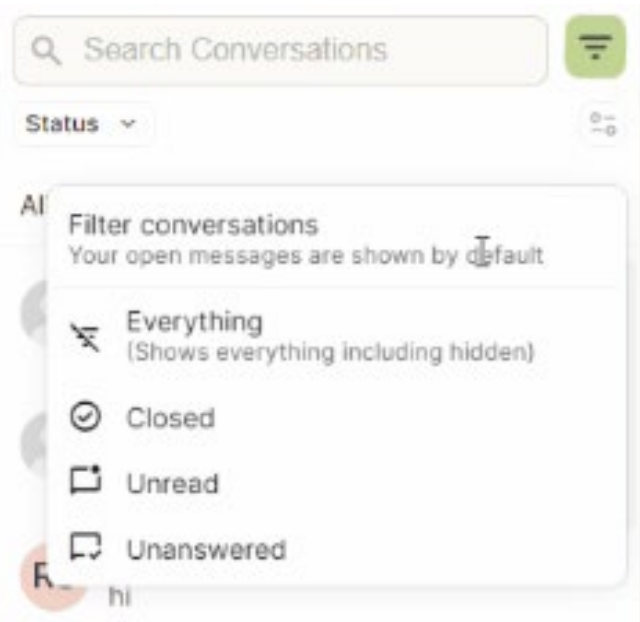


# How to Filter Conversations

## Overview

Conversations can be viewed with ease with SC SMS's new filter options. Filters allow you to find messages easily by sorting the messages into categories. To filter your messages simply press the filter button within the Messages tab as shown below.



**Everything messages:** Will show you all messages that are within your inbox.

**Closed messages:** Will show you any closed messages. From this filter, it is possible to reopen these messages.

**Unread messages:** Will display all messages that have not been read yet, this includes any messages that you have marked as unread.

**Unanswered messages:** Will display all messages that the user has left unanswered.

**Unassigned messages:** All messages that are currently unassigned in the inbox.

## Searching for a Message

There is also the option of searching for a message using the Search Conversations toolbar. Here you can enter the phone number or contact name of the conversation you are searching for.