Finding a Non-Customer Case Article no. 5084

Resolution Steps

- In BOLT **Customer search,** search by **name**, **phone** or **address**
- Non-customer information appears in the **Offnet Prospects and Non-Customers** area (this section is below Active, Former and Never accounts)
- Click the **RT case number** to **view** the case content

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=387