



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound (CX Contact) CX Contact Help

[Filters](#)

12/16/2025

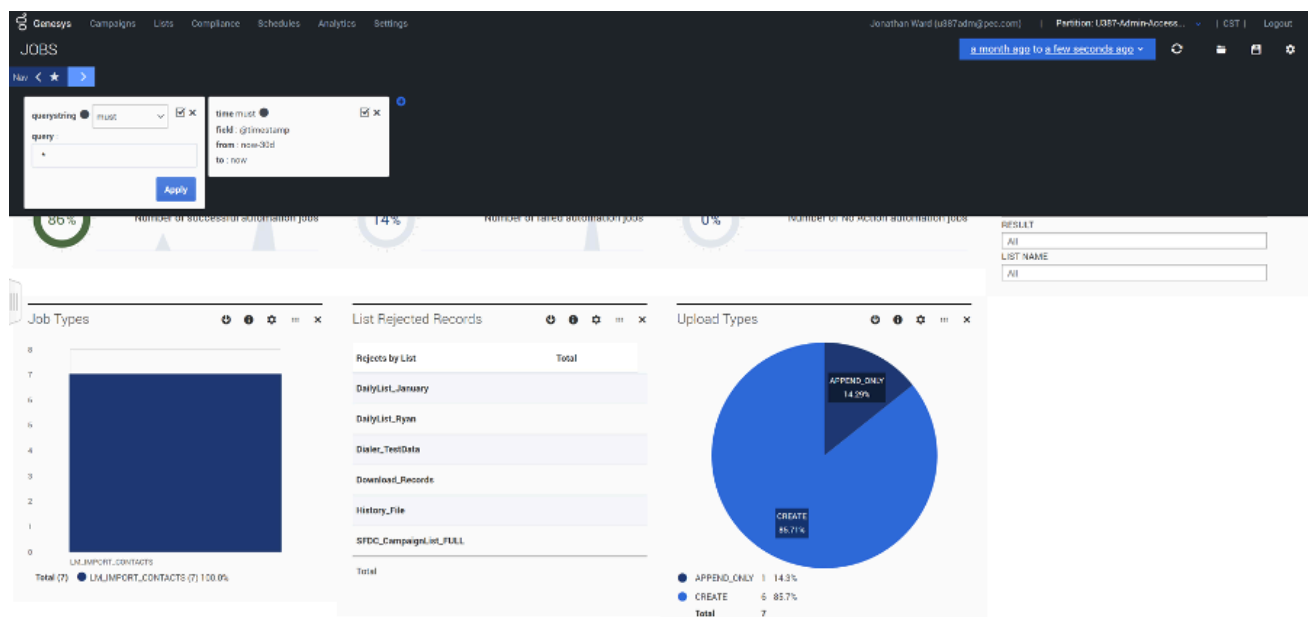
Learn more about how to use filters in dashboards.

Related documentation:

-
-

Use filters to drill down to specific information that you want to be displayed on the dashboard. You can manually create filters and specify conditions using a query language to retrieve specific results.

1. On the top navigation bar, use the toggle to open or close the filter dialog.
2. Click the plus button to add a new filter. You can create multiple filters that use a query string to display corresponding results.
3. In the **querystring** field, select a condition for the query. The options are: **must**, **mustNot**, or **either**.
4. In the **query** field, enter a query, and then click **Apply** to filter data on the dashboard. There is no limit to the length for a query string.



For example, the following combinations of **querystring** and **query** fields filter data with missing fields:

- **querysting = mustNot** and **query = fieldName:""**
- **querysting = mustNot** and **query = fieldName:(*) => objectType:""**
- **querysting = mustNot** and **query = fieldName:(*) => objectType:(*)**

Similarly, the following syntax filters data with fields that have values in them:

- **querysting = must** and **query = fieldName:(*) => objectType:(*)**

You can also filter data in the dashboard using field names. Select a row in the tabular panel of a dashboard, and then click the magnifying glass icon to filter data that matches the field value. A filter is automatically created in the top navigation bar. You can further modify the query in the filter to get specific or granular level data.

Call Result Records

From 1 to 100 of 238 rows are available

Field	Value
timestamp	2022-01-07T10:54:37.568Z
areaCode	781
callResult	Unknown
callID	184449/2460
calluid	007HJ3LA4V886T2P2QCBK02LAE980261
campaignGroupName	Omnichannel_SMS-2266915H@0DemoAgentOutboundVAG
campaignName	Omnichannel_SMS-2266915H
campaignTemplateName	Omnichannel_SMS
call	007HJ3LA4V886T2P2QCBK02LAE980261