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Outbound (CX Contact) CX Contact Help

[Filters](#)

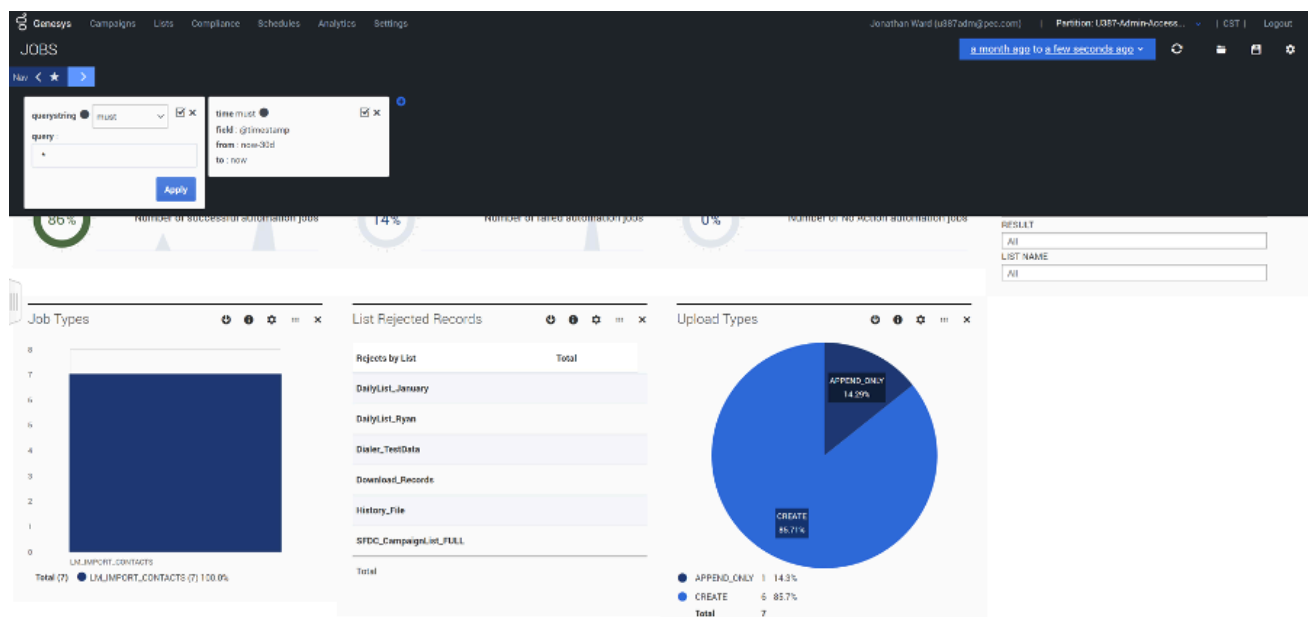
Learn more about how to use filters in dashboards.

Related documentation:

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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:

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

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

- **querystring = 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.

The screenshot displays the 'Call Result Records' dashboard in the Genesis application. The top navigation bar includes links for Campaigns, Leads, Compliance, Schedules, Analytics, and Settings. A user profile for Jonathan Ward is visible in the top right. The main content area features a toolbar with icons for various actions. Below the toolbar, a table of call result records is shown. A filter is applied to the 'timestamp' field, showing a date range from 2022-01-07T10:54:37.568Z to 2022-01-07T10:54:37.568Z. The table has columns for timestamp, areaCode, callResult, callId, calluid, campaignGroupName, campaignName, campaignTemplateName, and call. The first row of data shows a timestamp of 2022-01-07T10:54:37.568Z, areaCode of 781, callResult of Unknown, callId of 184449/2460, calluid of 007HJ3LA4V886T2P2QCBK02LAE9800251, campaignGroupName of Omnichannel_SMS-2266915H@0DemoAgentOutboundVAG, campaignName of Omnichannel_SMS-2266915H, campaignTemplateName of Omnichannel_SMS, and call of 007HJ3LA4V886T2P2QCBK02LAE9800251.