Outbound (CX Contact) CX Contact Help

Filters

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Learn more about how to use filters in dashboards.

Related documentation:

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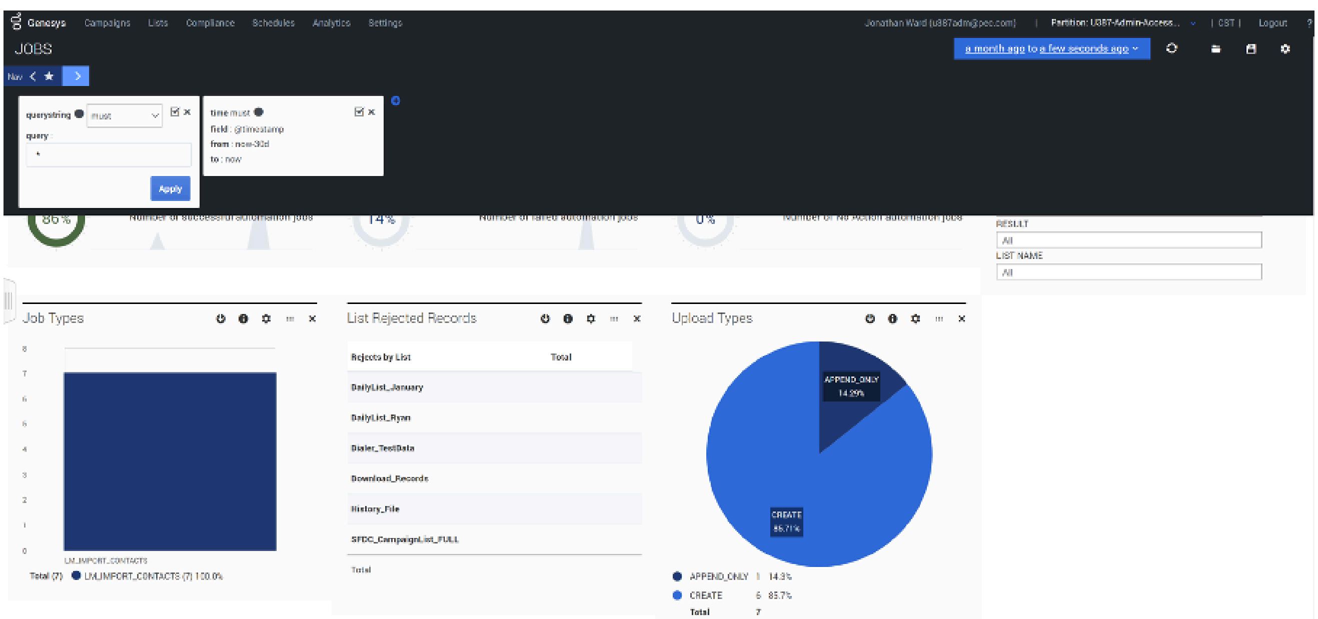
Use filters to drill down to specific information that you want to be displayed on the dashboard. You can manually create filters and specify conditions using a query language to retrieve specific results.

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.