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Outbound (CX Contact) CX Contact Help

[Filters](#)

Learn more about how to use filters in dashboards.

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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.

The screenshot displays the Genesys Jobs dashboard interface. At the top, there is a navigation bar with tabs for Campaigns, Lists, Compliance, Schedules, Analytics, and Settings. The user is logged in as Jonathan Ward. A filter dialog is open, showing two filter configurations:

- Filter 1:** querystring: must, query: [empty]
- Filter 2:** time: must, field: @timestamp, from: now-30d, to: now

Below the filter dialog, there are several data visualizations:

- Job Types:** A bar chart showing the distribution of job types. The Y-axis ranges from 0 to 8. The X-axis shows 'LXJIMPORT_CONTACTS' with a total of 7 (100%).
- List Rejected Records:** A table showing the number of rejected records for various lists.
- Upload Types:** A pie chart showing the distribution of upload types. The data is as follows:

Upload Type	Count	Percentage
APPEND_ONLY	1	14.3%
CREATE	6	85.7%
Total	7	

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.

