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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's name, Jonathan Ward, and the current time, 1:57 PM, are visible in the top right corner. A filter dialog is open, showing two filter conditions: 'querystring' with a 'must' condition and 'time:must' with a 'must' condition. The 'time:must' filter is set to 'field: @timestamp', 'from: now-30d', and 'to: now'. Below the filter dialog, there are several data visualizations: a bar chart for 'Job Types' showing 'LXJIMPORT_CONTACTS' at 100.0%, a table for 'List Rejected Records' with columns 'Rejects by List' and 'Total', and a pie chart for 'Upload Types' showing 'CREATE' at 85.7% and 'APPEND_ONLY' at 14.3%. The 'List Rejected Records' table lists several lists: DailyList_Jammy, DailyList_Ryan, Dialer_TestData, Download_Records, History_File, and SFDC_CampaignList_FULL. The 'Upload Types' pie chart shows a total of 7 records, with 6 being 'CREATE' (85.7%) and 1 being 'APPEND_ONLY' (14.3%).

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.

