



HOW TO CREATE A SIMPLE FILTER

Filters act as a net to catch all the call records that meet your criteria. For example you may only be interested in the report showing calls that cost more than £0.50 or last longer than 30 minutes. Or you may want calls that match both of these criteria.

REPORTS > CREATE FILTER

Filter Name	User	Export	Updated
30 mins + 10 p	focom engineer	Export	19:38:11 Wed 29/01/1997
Account code ?*	focom staff	Export	10:26:37 Mon 05/08/2002
Answer delay <=15 secs	focom staff	Export	11:31:23 Thu 06/06/2002
Answer delay >15 + <=30 secs	focom staff	Export	15:24:04 Wed 12/06/2002
Answer delay >30 secs	focom staff	Export	11:31:35 Thu 06/06/2002
Call Type Feature	focom staff	Export	10:23:45 Fri 14/06/2002
Call Type Incoming	focom staff	Export	11:34:13 Thu 06/06/2002
Call Type Internal	focom staff	Export	11:34:22 Thu 06/06/2002
Call Type NOT Internal	focom staff	Export	15:22:48 Tue 26/10/2010

CREATE NEW FILTER

Click **Create new Filter**, and then click **[Create]**.

This will give you the **Update / Add Filter** screen:

List of Filter Elements in the selected filter

Filter Control buttons

Add / Modify section where filter elements are created

Command buttons

This screen has two main sections: **Filter Elements**, including the filter control buttons and **Add/Modify**. It is the **Add/Modify** section where you start to build your filter. You choose the **Field** you want to filter on: Dialed Number; Cost; Duration; Extension etc. Then select the **Operand** – these will vary depending on the Field you chose. Finally select or enter the **Data Selection**.

To look for calls that have a cost or a cost greater than a particular value you need to select **Cost** in the **Field** drop-down list.



You can then select the **Operand**.

For the Cost field the operands are:

- | | | | |
|--------------|--------------------------|---|---------------------------------------|
| = | equals | } | |
| Not equal to | | } | |
| < | less than | } | |
| <= | less than or equal to | } | The value you enter in Data Selection |
| > | greater than | } | |
| >= | greater than or equal to | } | |

This example uses the Operand **>** (greater than) and the Data Selection of **0.000** (all costs in LUMBERJACK go to three decimal places). Click the **[Add]** button in the **Add/Modify** section; this puts the selection into the Filter Elements section. This would show all calls which have a cost.

Enter a name for the filter in **Filter Name** then click the **[Add]** button next to the **[Back]** button in the bottom right of the screen. The filter name now appears in the band above the filter and the Command buttons at the bottom have changed to include **[Delete]**, **[Protect]** and **[Update]**.

ADDING SUBSEQUENT ELEMENTS

If you want a second or subsequent element: perhaps Duration > 5 minutes; or Dialed number matches 07* etc. You need to decide whether the call must match the first element **AND** the second element etc, or whether the call must match the first element **OR** the second element.



Select **And/Or** as appropriate: select the **Field**; select the relevant **Operand**; enter a **Data Selection**; click **[Add]** in the Add/Modify section.

Filter Cost > 0 + Dur >= 5 mins

Filter Elements

Remove (Cost > 0.000
AND Duration >= 00:05:00)

Add (

Remove (

Up

Down

Add/Modify

And/Or: And

Field: Cost

Operand: >

Data Selection: 0.000

Filter Name: Cost > 0 + Dur >= 5 mins

Buttons: Back, Delete, Protect, Update, Add

If you have already given your filter a name you may want to **[Update]** the filter, or you may want to give it another name and select **[Add]** creating an additional filter.

MODIFYING A FILTER

You may find that you have made a mistake in your filter, or you want to change something: the **And** to **Or** or vice versa, or the **Operand** or **Data Selection** for one or your elements.

If you do want to change something select the element you want and make the relevant change – below the Duration element has been selected and the Data Selection has been changed to 10 minutes – then select **[Modify]**.

Filter Cost > 0 + Dur >= 5 mins

Filter Elements

Remove (Cost > 0.000
AND Duration >= 00:05:00)

Add (

Remove (

Up

Down

Add/Modify

And/Or: And

Field: Duration

Operand: >=

Data Selection: 00:10:00

Filter Name: Cost > 0 + Dur >= 5 mins

Buttons: Back, Delete, Protect, Update, Add

Once you have selected **[Modify]** the element is updated with your changes. If necessary amend the **Filter name** then select **[Update]** or **[Add]** as appropriate.

Filter Cost > 0 + Dur >= 10 mins

Filter Elements

Remove (Cost > 0.000
AND Duration >= 00:10:00)

Add (

Remove (

Up

Down

Add/Modify

And/Or: And

Field: Cost

Operand: >

Data Selection: 0.000

Filter Name: Cost > 0 + Dur >= 10 mins

Buttons: Back, Delete, Protect, Update, Add