

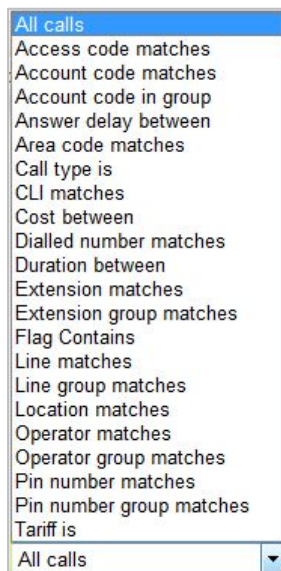
# WHAT ARE FILTERS

Filters act as a net to catch all the call records that meet your criteria. You can see them once you have clicked on your chosen report setup in **Reports > Create**.



Filter 1 ? All calls  
Filter 2 ? All calls

Here is the list of options you have in both Filter 1 and Filter 2


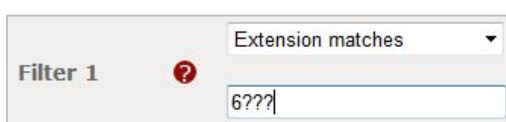



- All calls
- Access code matches
- Account code matches
- Account code in group
- Answer delay between
- Area code matches
- Call type is
- CLI matches
- Cost between
- Dialled number matches
- Duration between
- Extension matches
- Extension group matches
- Flag Contains
- Line matches
- Line group matches
- Location matches
- Operator matches
- Operator group matches
- Pin number matches
- Pin number group matches
- Tariff is
- All calls

If you select one of the “group matches” or “in group” Filters you will be offered a list of groups relevant to what you have selected. For example, “extension group matches” will only offer you a list of groups of extensions to choose from.

If you select any other Filter containing the word “matches” you can use wildcards in the options box that appears below your selection.

The wildcards are: the question mark (?) which represents a single character, but there must be a character; and the asterisk (\*) which represents anything or nothing. For example:

Any 4 digit extn starting 602x	
Any 4 digit extn starting 6xxx	
Any extn starting with a 6	

You can use different selections in both Filter 1 and Filter 2 with different options, but any call record must match both Filters – effectively they become an AND filter i.e. it must match F1 AND F2.

On the other hand, you can use the same selection in both Filter 1 and Filter 2, again with different options. In this case any call record has to match just one of the Filters – effectively they become an OR filter i.e. it must match F1 OR F2.