



WHAT ARE QUICK FILTERS

Quick Filters, like Filters, act as a net to catch all the call records that meet your criteria. But instead of having to go to Reports > Create Filter, you can access them quickly and easily on the Filtering tab in Reports > Create Report.

REPORTS > CREATE REPORT

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Filter					
No filter					
Quick Filter 1					
All calls					
Quick Filter 2					
All calls					

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

- All calls
- Access code matches
- Account code in group
- Account code matches
- Agent in group
- Agent matches
- All calls
- Answer delay between
- Area code matches
- Call ID is
- Call type is
- CLI matches
- Cost between
- Cost IC between
- Dialed number matches
- DNIS matches
- Duration between
- Extension in group
- Extension matches
- Filter
- Filter is not
- Flag Contains
- Location matches
- Meter pulses between
- OLI/TLI matches extn.
- Operator in group
- Operator matches
- Owner in group
- Owner matches
- Pin number custom fld
- Pin number in group
- Pin number matches
- Queue delay between
- Start time between
- Tariff Currency matches
- Tariff is
- Transfer duration between
- Trunk in group
- Trunk matches

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

If you select a Quick 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	Extension matches 602?
Any 4 digit extn starting 6xxx	Extension matches 6???
Any extn starting with a 6	Extension matches 6*

You can use different selections in both Quick Filter 1 and Quick Filter 2 with different options, but any call record must match both Quick Filters – effectively they become an AND filter i.e. it must match QF1 AND QF2.

On the other hand, you can use the same selection in both Quick Filter 1 and Quick Filter 2, again with different options. In this case any call record has to match just one of the Quick Filters – effectively they become an OR filter i.e. it must match QF1 OR QF2.