



HOW TO TIDY FILTERS

In LUMBERJACK, over time your list of Filters can become a little messy.

The LUMBERJACK web interface has great options that you can use to help you tidy your Filters. Not surprisingly, one is called **Tidy Filters** and is found under the **Management > Housekeeping** menu options.

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Housekeeping

This is the area to clean up your system.

View item history
This allows you to see the moves and changes of items including extensions, trunks, report templates, groups, etc.

Tidy groups
This allows you to view your organisational structure etc. and any reports and/or filters associated with your groups.

Tidy filters
This allows you to view your filters and any reports and/or groups associated with your filters.

Broken filters
This allows you to view any filter that is using a deleted group or element.

Tidy Summary Fields
This allows you to view the reports that are using your summary fields. These can be updated/deleted via the LUMBERJACK Client.

Tidy Detailed Fields
This allows you to view the reports and summary fields that are using your detailed fields. These can be updated/deleted via the LUMBERJACK Client.

Tariff Check
If you want to check the set-up/cost of calls to a specific destination or location, you can click on 'Tariff Check'.

Go to **Management > Housekeeping > Tidy Filters** to check whether or not the filter is being used by a report, or summary field, or both or is not used.

All Filters	
This will list all the filters and show the reports, groups, summary fields and filters they are used in in.	
⌵ ⌶ *30 mins + 10 p, focom engineer 19:38:11 Wed 29/01/1997	Delete Not used
⌵ ⌶ *Account code ?*, focom staff 10:26:37 Mon 05/08/2002	Delete Not used
⌵ ⌶ *Answer delay <=15 secs, focom staff 11:31:23 Thu 06/06/2002	Delete + 5 Summary Fields(s)
⌵ ⌶ *Answer delay >15 + <=30 secs, focom staff 15:24:04 Wed 12/06/2002	Delete + 2 Summary Fields(s)
⌵ ⌶ *Answer delay >30 secs, focom staff 11:31:35 Thu 06/06/2002	Delete + 2 Summary Fields(s)
⌵ ⌶ *Call Type Feature, focom staff 10:23:45 Fri 14/06/2002	Delete + 1 Summary Fields(s)
⌵ ⌶ *Call Type Incoming, focom staff 11:34:13 Thu 06/06/2002	Delete + 1 Report(s) + 6 Summary Fields(s)
⌵ ⌶ *Call Type Incoming, focom staff 10:29:11 Tue 11/10/2016	Delete + 1 Report(s)
⌵ ⌶ *Call Type Internal, focom staff 11:34:22 Thu 06/06/2002	Delete + 3 Summary Fields(s)
⌵ ⌶ *Call Type NOT Internal, focom staff 12:15:11 Wed 08/12/2010	Delete + 1 Report(s)

You can expand **Report(s)** and/or **Summary Field(s)**, on the right, to see where a filter is being used. An example is shown below.



Call Type Incoming, focom staff 11:34:13 Thu 06/06/2002

1 Report(s)
Summary Performance Base Report
6 Summary Fields(s)
% TTA <= 15 secs
% TTA >15 + <=30 secs
% TTA >30 secs
No of Calls I/C
No of Calls I/C %
No of Calls I/C Hist

You may also see filters that are **Not used**

All Filters
This will list all the filters and show the reports, groups, summary fields and filters they are used in.

30 mins + 10 p, focom engineer 19:38:11 Wed 29/01/1997 Not used

Account code ?*, focom staff 10:26:37 Mon 05/08/2002 Not used

Before deleting them, if you are unsure of exactly what the filter does, you can look at the elements of the filter by clicking on the **filter name**.

30 mins + 10 p, focom engineer 19:38:11 Wed 29/01/1997 Not used

This will step you into the **Update / Add Filter** window for that filter.

Update/Add Filter

Filter 30 mins + 10 p

Filter Elements

Remove Add (Remove (Up Down

Filter = Duration >30 mins O/G
AND Filter = Cost > 10p O/G

Add/Modify

And/Or And
Field Filter
Operand =
Data Selection Duration >30 mins O...

Filter Name 30 mins + 10 p

If you **[Delete]** the **30 mins + 10p** filter, it does not delete the 2 elements of the filter as these are both also filters.

You will also notice, in the list of All Filters, that there appears to be a duplicate filter: **Call Type Incoming** and both versions are being used

Call Type Incoming, focom staff 11:34:13 Thu 06/06/2002

1 Report(s)
Summary Performance Base Report
6 Summary Fields(s)
% TTA <= 15 secs
% TTA >15 + <=30 secs
% TTA >30 secs
No of Calls I/C
No of Calls I/C %
No of Calls I/C Hist

Call Type Incoming, focom staff 10:29:11 Tue 11/10/2016

1 Report(s)
All Calls Incoming

The first thing to do here is to check that both filters are identical by looking at the **Update / Add Filter** window.

If the filter elements do differ rename one of the filters to show the difference.



If both filters' elements are identical the best option is to rename one of the filters – by adding a * to the end of the name – as shown below. Don't forget to click **[Update]**.

This will allow you to easily identify the correct version of the filter when looking in the filter drop-down list in Create Report.

Go to **Reports>Create Report** and select the report using the “duplicate” filter. Then go to the **Filtering** tab and select the correct version of the filter from the drop-down list.

Then go to the **Confirm** tab and **[Update]** the report setup.

Go back to **Management>Housekeeping>Tidy Filters**.

You will easily be able to identify the duplicate filter and confirm that it is **Not used**.

Click **[Delete]**.

If you change your mind about deleting a filter, before you click **[Confirm Delete]** you can simply exit this screen by selecting a different menu option. Once you click **[Confirm Delete]** the filter is deleted and there is no getting it back.

We will, however, housekeep the filters on a regular basis. If you do decide to **Tidy Filters**, please do not delete any that were updated by **focom staff**.