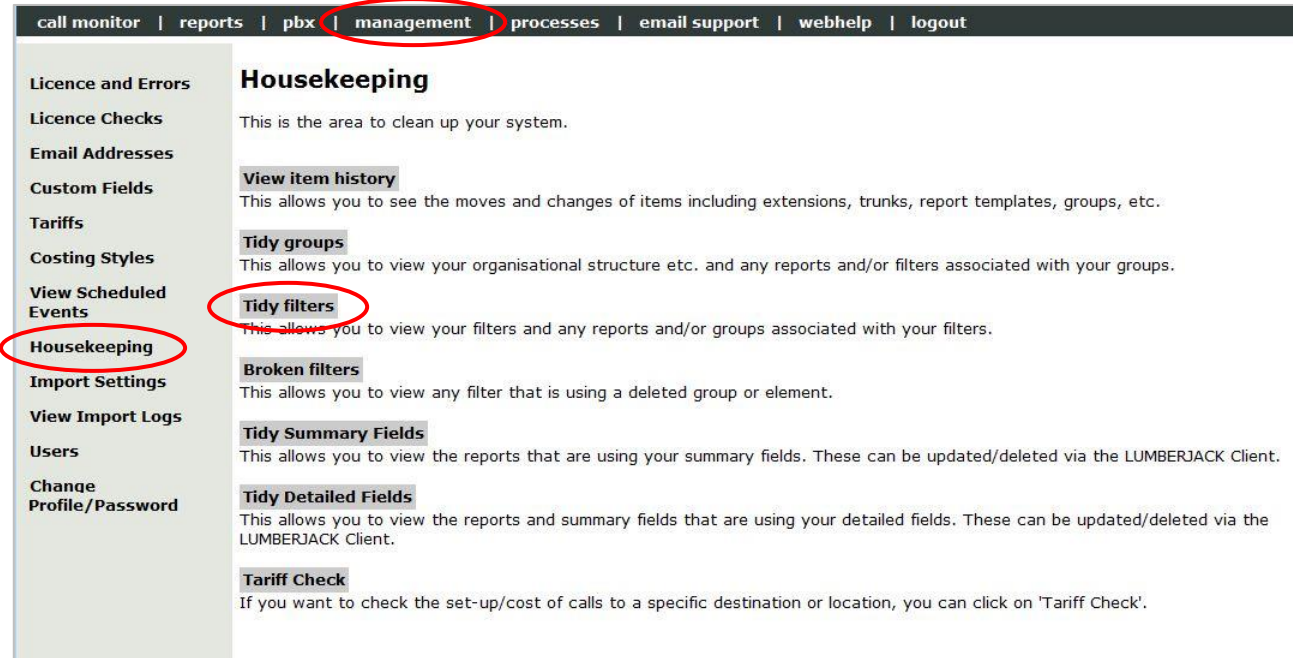


HOW TO TIDY FILTERS

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.



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 in.

30 mins + 10 p, focom engineer 19:38:11 Wed 29/01/1997 <input type="button" value="Delete"/>	Not used
Account code ?*, focom staff 10:26:37 Mon 05/08/2002 <input type="button" value="Delete"/>	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

<p>Filter Elements</p> <p>Remove <input type="button" value="Filter = Duration >30 mins O/G"/></p> <p>Add (<input type="button" value="AND Filter = Cost > 10p O/G"/></p> <p>Remove (<input type="button" value=""/></p> <p>Up <input type="button" value=""/></p> <p>Down <input type="button" value=""/></p>	<p>Add/Modify</p> <p>And/Or: And <input type="button" value="Modify"/></p> <p>Field: Filter <input type="button" value="Add"/></p> <p>Operand: = <input type="button" value="Add"/></p> <p>Data Selection: Duration >30 mins O... <input type="button" value="Add"/></p>
---	--

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 <input type="button" value="Delete"/>	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 <input type="button" value="Delete"/>	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.