

# Configure Regular Expressions to Filter Analyzer Reports in WxCC

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## Introduction

This document describes the basic use of Regular Expressions to Filter data on Analyzer.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0

## Components Used

The information in this document is based on these software versions:

- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Configuration

Visualizations on Analyzer can be filtered based to include and exlude certian values. One of the ways to do that is to use Regular Expressions.

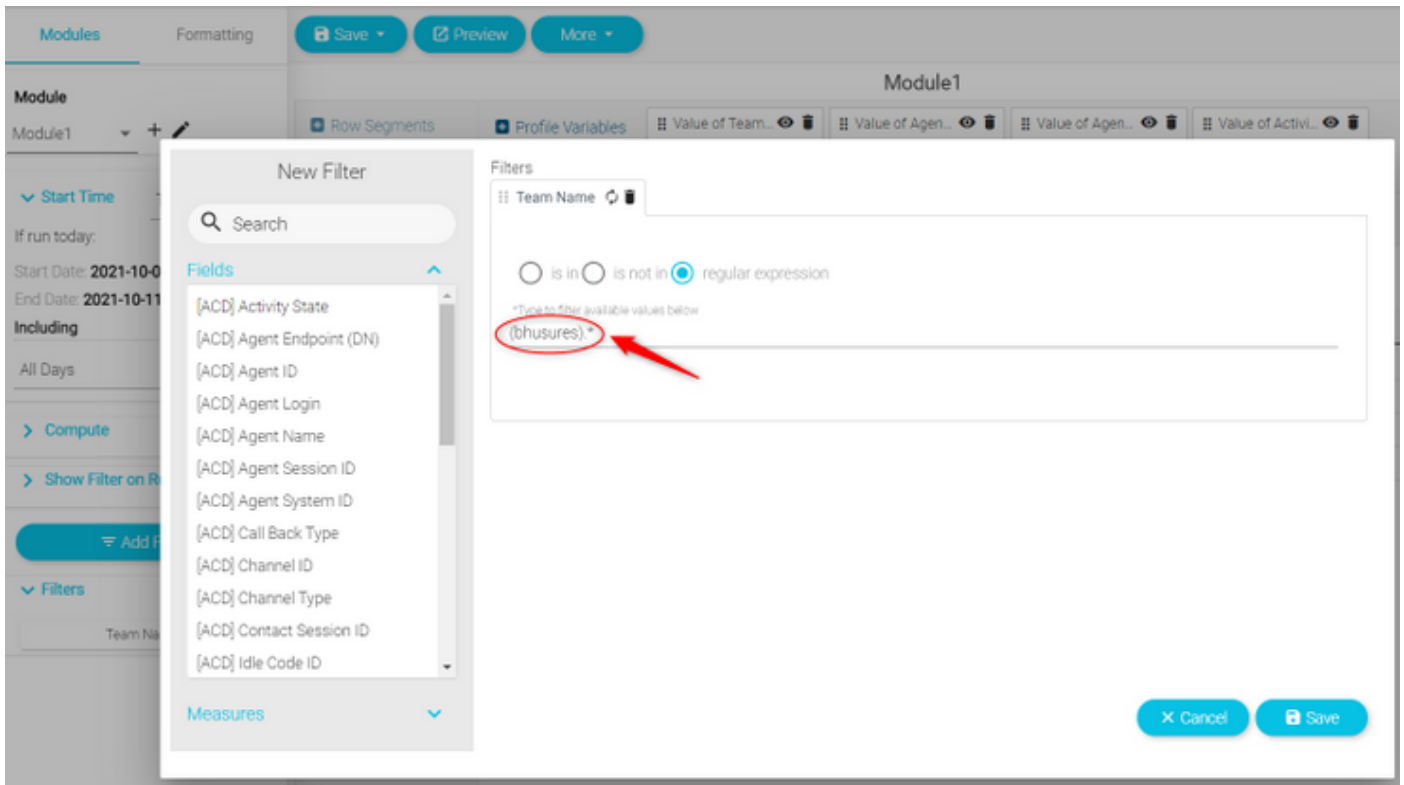
For futher detials with filters on visualizations on Analyzer, please refer to the admin guide [HERE](#).

The example considered here is filter **ANI** field (Numerical) and **Team Name** field (String) but these can be extended to any field other on Analyzer

## Scenario 1: Filter for a Team name (String)

**Example 1:** Filter for a team name that begins with "bhusures"

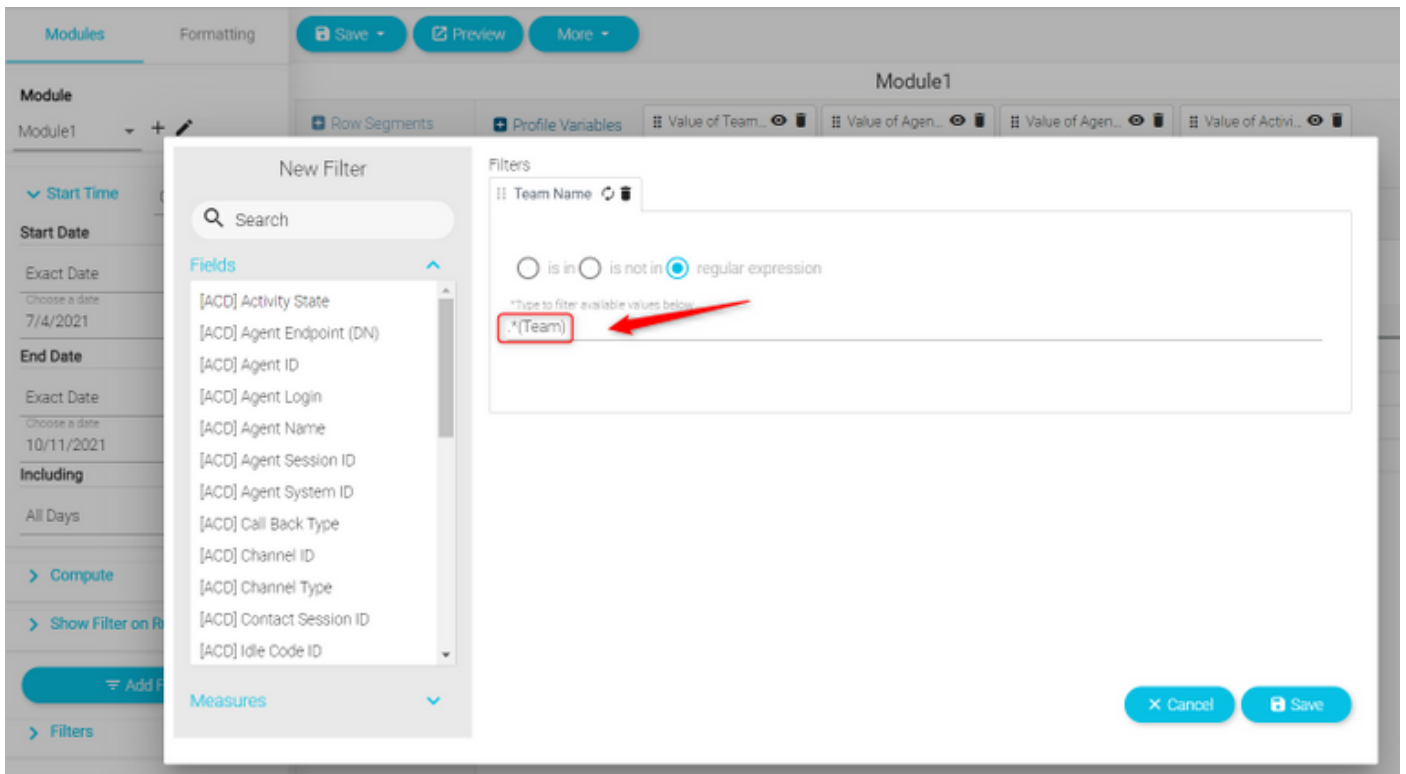
RegEx filter value: **(bhusures)\***



**Value returned:** All Teams that begin with name "bhusures"

Value of Team Name		ne
bhusures_TS_team		
bhusures_TS_team		
bhusures_TS_team		
bhusures_TS_team		
bhusures_TS_team		
bhusures_TS_team		
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bhusures_TS_team	Bhushan Suresh	
bhusures_TS_team	Bhushan Suresh	
bhusures_TS_team	Bhushan Suresh	

**Example 2: RegEx filter value: .\*(Team)**



**Value returned:** All Teams names that end with **Team**

Value of Team Name	
bshankTeam	
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	
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TACAgentTeam	mdanylch tac
TACAgentTeam	mdanylch tac

☰

Search...

(Select All)

Anuj\_OmniChannel\_Team

Bala\_Team

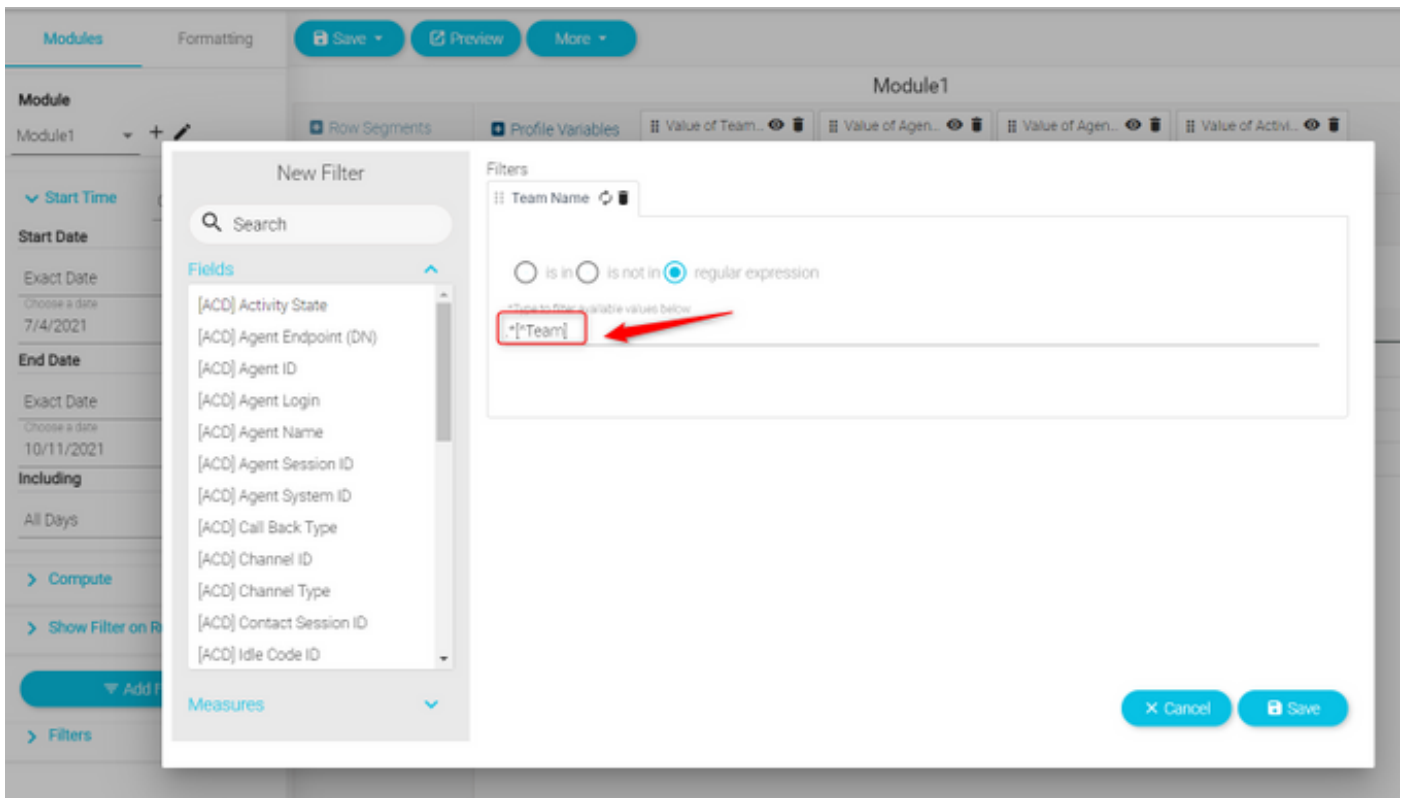
Kopoi Team

TACAgentTeam

bshankTeam

**Example 3:** Filter for a team name that does not include the value "Team"

RegEx filter value: `.*[^Team]`



**Value Returned:** All teams that does contain "Team"

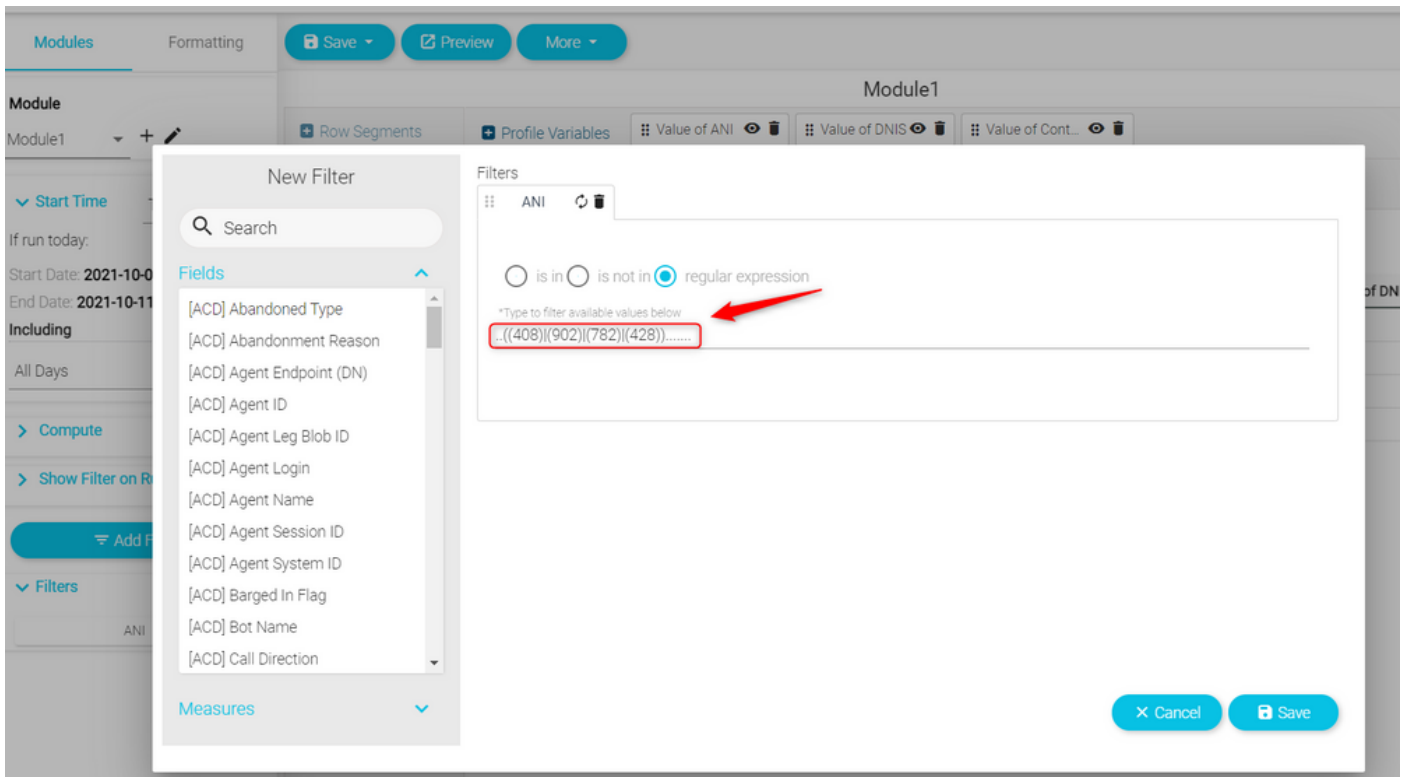
Value of Team Name	Filter	Value
Anurag_OmniChannel	<div style="border: 1px solid gray; padding: 5px;"> <p>Search...</p> <p><input checked="" type="checkbox"/> (Select All)</p> <p><input checked="" type="checkbox"/> Anurag_OmniChannel</p> <p><input checked="" type="checkbox"/> CB_team_bhusures</p> <p><input checked="" type="checkbox"/> SHEA BUTTER</p> <p><input checked="" type="checkbox"/> TACTeam_Voice_Email_Chat</p> </div>	
Anurag_OmniChannel		
Anurag_OmniChannel		
Anurag_OmniChannel		
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Anurag_OmniChannel		Anurag Agarwal
Anurag_OmniChannel		Anurag Agarwal

**Scenario 2: Filter for ANI of a call (Numerical)**

Filters for all calls with ANI with the area code **408, 902, 782 or 428**

RegEx filter value: `..((408)|(902)|(782)|(428)).....`

Note: The RegEx has 2 dots at the start and 7 dots at the end



**Value Returns:** All calls with ANI set on the filter are shown

