



Report Filters

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Filter Types

Report filters in Unified Intelligence Center are used to present selective data. You can define the filter to filter the data that you want to display in the report. There are two ways to view the Filter page.

- Before the report is generated: You can set and refine the default filter values using the **Actions > Set Default Filter** option.
- After the report is generated: You can refine the filter values using the filter icon.



Note You cannot view filters if the Report Designer has selected the **Don't show filter when executing report** check box during the report filter selection.

Cisco Unified Intelligence Center supports the following types of report filters:

- Date & Time
- Key Criteria
- Field Filters
- Parameters

Filter parameters are displayed based on the selected query type in the Report Definition for that report.

Table 1: Filter tabs

Report Definition Query Type	Applicable Filter Tabs
Database Query	Date & Time, Key Criteria, Field Filters
Live Data or Real Time Streaming	Key Criteria, Field Filters

Report Definition Query Type	Applicable Filter Tabs
Anonymous Block	Parameters
Stored Procedure	Parameters

Date & Time



Note

- You can choose the Date and Time filter for a new a Report and also when you run an existing report. The Date & Time filter is not applicable for Real-Time and Live Data reports.
- Cisco Unified Intelligence Center uses the browser locale to display the Date & Time format in the filter page. If Cisco Unified Intelligence Center does not support the browser locale language, then the locale selected in the Cisco Unified Intelligence Center application is used.

To configure Date and Time filters for a report, perform the following steps:

Procedure

- Step 1** After creating Views and Thresholds, click **Next** to view the **Choose Filter** dialog box.
- Step 2** In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options.
- The options available in the **Date Range** and **Time Range** filter are predefined.
 - Selection of the **Custom** option allows you to customize the **Date Range** and **Time Range** details.
- You can select the days of the week (Days > Custom) only if the time interval spans more than a day.
- For reports that are based on the query type Anonymous Block, you cannot select days of the week. For more information, see *Cisco Unified Intelligence Center Report Customization Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.
- Step 3** Check the **Save the chosen filter as default** check box if you want to retain the filter settings as default filter.
- Step 4** Click **Next**.

Key Criteria

Use the **Key Criteria** tab in the filter to select value lists or collections. A collection is a pre-configured group of values.



Note

Key Criteria fields are predefined filters and are displayed in the filter screen if they are defined in the Report Definition.

To configure Key Criteria filters, perform the following steps:

Procedure

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- Step 1** After creating Views and Thresholds, click **Next** to view the **Choose Filter** dialog box.
- Step 2** In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options and click **Next**.
- Step 3** In the **Key Criteria** filter wizard, select the collections or values from the **Available** selection box.
- Note** Do not set multiple filter parameters; set any one filter parameter.
- Step 4** Use the arrows to move the selected collections or values to the **Selected** selection box.
- Step 5** You can also select multiple collections or values.
- Step 6** Click **Next**.
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Field Filters

Use the **Field Filters** tab to filter any field in the report. Based on the selected field type (date, numeric/decimal, boolean, or string), different operators are available. For example, you can filter calls in queue for greater than two minutes or on all agents in the hold state to filter out the less important information.



Note You can configure Field Filters in reports:

- Only for SQL Query based reports.
- To filter a text, date, boolean, or a decimal field.

To configure Field Filters, perform the following steps:

Procedure

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- Step 1** After creating Views and Thresholds, click **Next** to view the **Choose Filter** dialog box.
- Step 2** In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options and click **Next**.
- Step 3** In the **Key Criteria** filter wizard, select the collections or values from the **Available** selection box and click **Next**.
- Step 4** In the **Field Filters** wizard, select the filter according to the following criteria.

Filter criteria/operators depend on the selected field type (date, numeric/decimal, boolean, or string).

- For **Date**, the options available in Date Range filter are predefined. Using the Date Range drop-down list, select from Custom, Today, Yesterday, This Week, Last Week, This Month, Last Month, Year to Date, or Last Year.

Only Custom will allow the user to customize the Calendar, Time Range and Days certain days of the week.

- For **Decimal**, select an Operator from Equal To, Not Equal To, Less Than, Less Than or Equal To, or Greater Than and then enter a value; for example, Operator = Greater Than and Value = 16.5.
- For **String**, select an Operator from Equal To, Not Equal To, or Matches and then enter a value for the string; for example, Operator = Matches and Value = Team Green.
 - If you select Matches as the Operator, you must specify an SQL pattern to match the string field. The system appends the wild card character % automatically to the beginning and end of the string. You can also use any SQL wild card pattern in between the string.
 - If the filter field is associated with a **Value List**, then specify any value or move one, all, or some items in the list to the Selected column to filter.
- For **Boolean**, select True or False from the Operator list.

Step 5 Using the **Operator** drop-down list, select the criteria.

Note If you select **Matches** operator, you can use any Microsoft SQL wildcard pattern to filter the data. The wildcard character % is added to the beginning and end of every string that is used to filter the data.

Step 6 In the **Value** field, enter a value against which the data in the field will be filtered.

Step 7 Click **Run**.
