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Genesys Administrator Extension Help

[Filters](#)

Filters

A Dialing Filter restricts **Calling Lists** so that only certain numbers are dialed during a **Campaign**.

Important

Creating Dialing Filters requires using Enumeration values in place of text values for some mandatory fields. An Enumeration value is a numeric representation of a Genesys mandatory field value. For more information about Enumeration values, see "Genesys Enumeration Tables" in the **Outbound Contact 8.1 Reference Manual**.

Viewing Filters

The **Filters** list shows the filters that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Filters that are disabled will appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Filters

To create a new Filter object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click

the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Filter.
- **Move To**—Move a Filter to another [hierarchical structure](#).
- Enable or disable Filters.
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click the name of a Filter to view additional information about the object. You can also set [options](#) and [permissions](#), and view [dependencies](#).

Procedure: Creating Filter Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—The name of the Filter.
 - **Description**—A brief description of the Filter.
 - **Format**—The format to which this filter is applied. Once it is specified, it cannot be changed. You assign a Filter object to a Calling List object with the same format.
 - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. Click **Save**.