

Filter/Sort (In what order are contacts called?)

In this part, you can sort and filter the list. Sorting/filtering affects what contacts will be called and in what order.

When a file with contacts is imported, each contact is given an `internal_id` in the Puzzel list (e.g. 1-1000). If you add a new file into the list, these new contacts will be given `internal_ids` greater than the existing contacts (e.g. 1001-1499).

If you want, you can define 1,2 or 3 **sorting** criteria for the campaign's list. Example: Criteria 1 = `var3`, descending, and criteria 2 = `var7`, ascending.

The Dialler list is sorted first based on the defined criteria (if any) and then based on `internal_id`, ascending. If you do not define any sorting criteria, the contacts in the list will be in the order they were when they were imported (oldest - smallest `internal_id` - first).

When the Dialler **each minute** puts more contacts into queue, this is the selection order:

1. Contacts with a defined **reschedule time** now (if any)
2. Contacts (not answered with more tries left) that are first according to the sorting
 - Contacts with `date_from`, `date_to`, `time_from` or `time_to` that implies Dialler should not call them now are not selected.
 - Contacts that are called without answer and with more tries left will not be selected if it's less than defined "Min. minutes between retries" since last call.

This means that if *Max. number of calls per contact* is greater than 1 and *Min. minutes between retries* is e.g. 60, a contact that did not answer a call at least 60 minutes ago (and more tries are left) will be selected to be called again before a contact not yet called at all.

If you don't want all the contacts in the list to be available for the Dialler, you can add one or more **filters**. You can add a filter to include or exclude some of the numbers in the list. Only the first 10 variables can be used for Filtering. The Expression used can be a single value like Male or m, or strings with wildcards like *12 (ending with 12) or 12* (starting with 12). This is how it looks after a filter is added:

The screenshot shows the 'Filter/Sort' configuration panel. It is divided into two main sections: 'Sorting' and 'Filtering'.

Sorting: This section allows defining up to three sorting criteria. Each criterion consists of a 'Field' dropdown menu and a 'Direction' dropdown menu. In the image, all three criteria (Criteria 1, 2, and 3) are set to 'Ascending' and the 'Field' is set to 'Select'.

Filtering: This section allows adding filters. It features a table with columns for 'Type', 'Field', 'Expression', and 'Delete'. A single filter is currently defined with 'Type' set to 'Include', 'Field' set to 'City', and 'Expression' set to 'Oslo'. A '+ Add Filter' button is located below the table.

Click *Preview List* to see the result of your sorting/filtering, and click *Save Changes* if you want the list to be updated based on the sorting/filtering you have done.

Note

A filter will affect the number of rows shown when you choose Preview list!