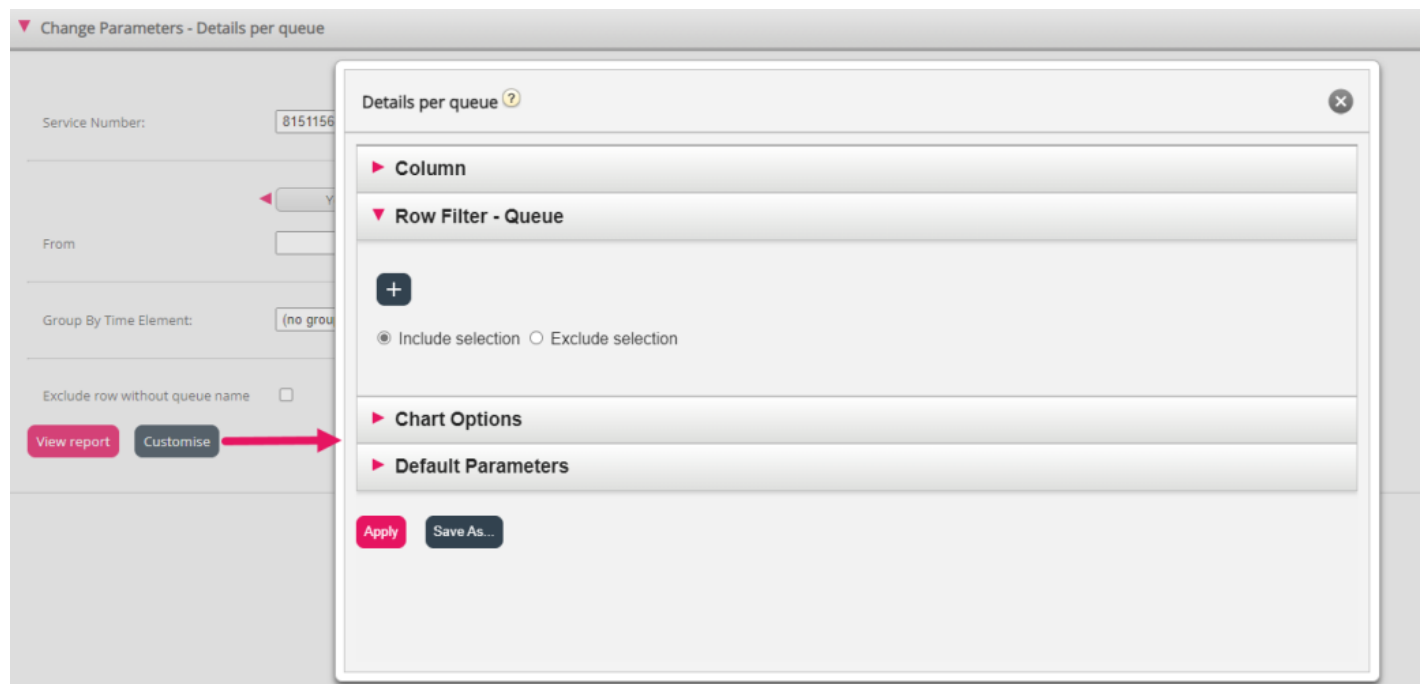


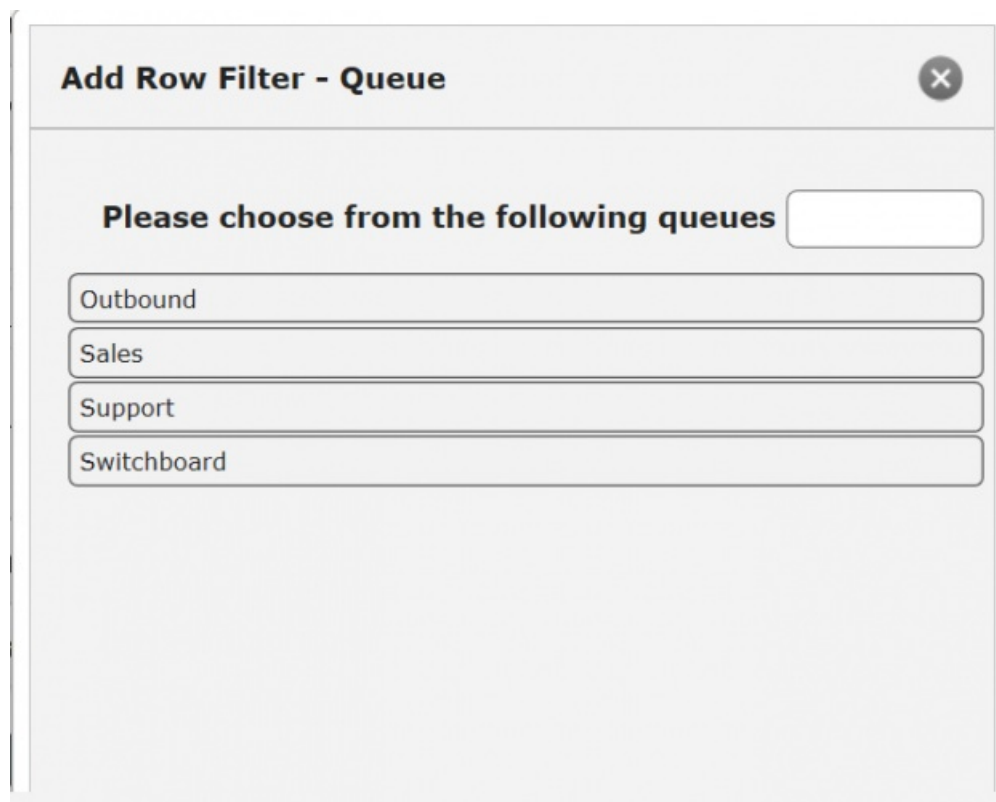
## Customising Row Filters

As a default, all rows (e.g. agents, user groups, queues) are shown in a report.

You can add a row filter with one or more entries if you want to show only the selected ones or exclude the selected ones.



To add elements to a Row Filter, click the + sign to open a new window with the elements available for this report. In Details per queue, all queues are shown:



Click on the elements (here queues) you want in the filter, and then close the window. You will now see the selected elements in the row filter.

Details per queue ?

▶ Column

▼ Row Filter - Queue

Sales

Support

Switchboard

+

☒ Include selection ☐ Exclude selection

▶ Chart Options

▶ Default Parameters

Apply

Save As...

You can remove elements from a row filter by clicking the Garbage bin.

The default is *Include selection* (show only selected elements/rows in the report), but you can change to *Exclude selection* if you want the report to show all elements except the selected ones.

Click *Apply* to close the Customise window and then click View report to generate it, or configure more in the Customize window.