

## HOW TO FILTER A LIST IN A REPORT

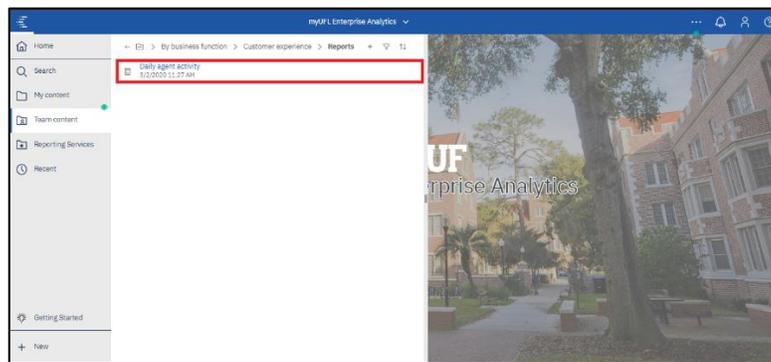
The following guide will walk you through the process of filtering a report in Enterprise Analytics.

### NAVIGATION

Login into myUFL and navigate to:

**Nav Bar > Main Menu > Enterprise Analytics > Access Enterprise Analytics**

1. Open the report you would like to add a filter



2. Click the **column** you would like to filter.

Site	Total Calls	ATT (minutes)	ACW (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %	Quality %	AVG Cost/Call	Abandonment %	Customer Satisfaction %
Atlanta CC	389	14.8	4.3	10.1	11	78.7%	97.7%	80.2%	92.1%	\$7.67	2.1%	67.4%
Dallas CC	304	13.7	3.9	17.6	20	71.9%	50.6%	75.5%	85.5%	\$7.20	4.3%	67.9%
Phoenix CC	320	13.4	3.9	17.3	16	71.2%	75.6%	77.4%	91.5%	\$6.88	2.5%	62.5%

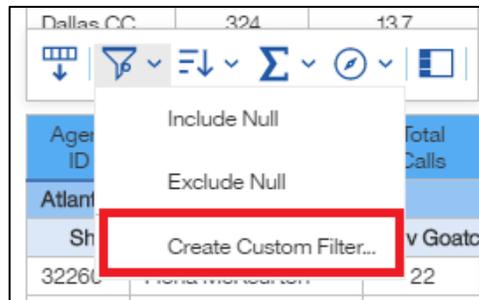
  

Agent ID	Agent	Total Calls	ATT (minutes)	ACW (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %	Quality %	AVG Cost/Call	Abandonment %	Customer Satisfaction %
Atlanta CC													
Shift/Supervisor: 06:00 - 14:00 / Arv Goatcher													
32260	Floria McKeurton	22	12.0	3.2	15.2	12	86.4%	95.5%	79.6%	90.9%	\$5.66	4.5%	72.7%
32340	Runk O' Liddy	31	8.3	2.5	10.8	10	38.7%	96.8%	79.4%	84.2%	\$3.73	3.2%	80.6%
32360	Grayce Goffe	20	12.9	3.5	16.4	12	90.0%	95.0%	78.3%	100.0%	\$6.74	0.0%	45.0%
32400	Gregoor McGarson	20	13.6	4.1	17.7	12	85.0%	90.0%	84.5%	88.9%	\$6.74	10.0%	90.0%
32220	Mara Barless	26	10.9	3.2	14.1	11	92.3%	100.0%	87.2%	83.3%	\$5.18	0.0%	57.7%
32280	Mischa Scanlon	21	13.3	3.6	16.9	12	85.7%	95.2%	84.7%	100.0%	\$7.20	4.8%	85.7%
32380	Rozela Lude	27	9.6	2.9	12.4	12	85.2%	100.0%	80.0%	93.3%	\$4.61	0.0%	85.2%
32420	Dery Wagge	24	11.4	3.5	14.9	11	87.5%	95.8%	84.9%	88.2%	\$6.30	4.2%	54.2%
32240	Jock Teresi	22	13.0	3.7	16.7	13	81.8%	95.5%	87.7%	100.0%	\$6.12	4.5%	86.4%
32300	Selig Pennacci	9	27.3	7.6	35.0	9	100.0%	100.0%	74.9%	100.0%	\$16.80	0.0%	100.0%

3. Click the **Filter** button.

Agent ID	Agent	Total Calls	ATT (minutes)	ACW (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %
Atlanta CC									
Shift/Supervisor: 06:00 - 14:00 / Arr Goatcher									
32220	Mora Barkess	26	10.9	3.2	14.1	11	92.3%	100.0%	
32280	Mischa Scanlon	21	13.3	3.6	16.9	12	85.7%	95.2%	
32380	Rozele Lude	27	9.6	2.9	12.4	12	85.2%	100.0%	
32420	Deny Wagge	24	11.4	3.5	14.9	11	87.5%	95.8%	
32240	Jock Teresi	22	13.0	3.7	16.7	13	81.8%	95.5%	

4. Click **Create Custom Filter**.



5. Select **Range** tab if you would like to add a range of values for filtering.

Filter condition - Agent ID

Range Individual

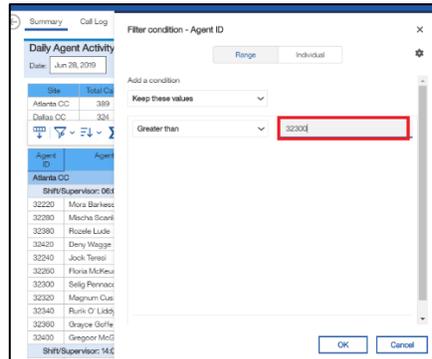
Add a condition

Keep these values

Greater than

OK Cancel

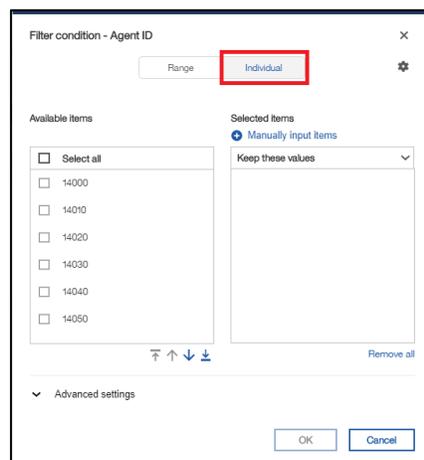
6. Under **Add Condition**, select the type of condition you want and enter a **value** in the text box.



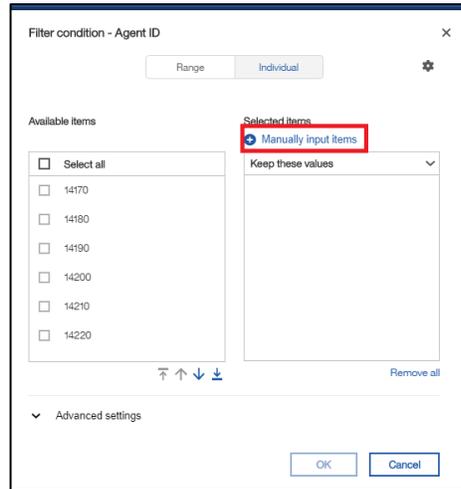
7. This column has been filtered.

Agent ID
32340
32360
32400
32380
32420
32320
32330
32350
32370
32430
32390

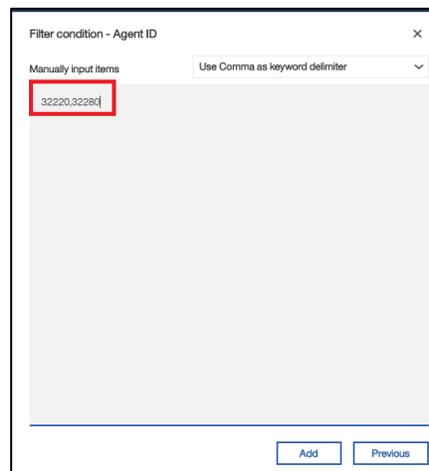
8. Click **Individual** tab in order to select a set of individual values for filtering.



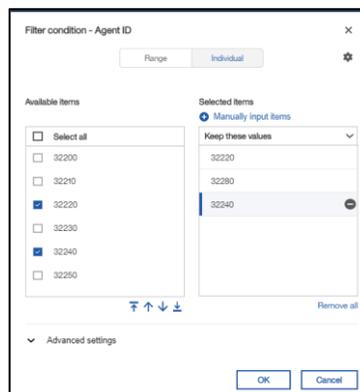
9. To input values manually, click **Manually Input Items**.



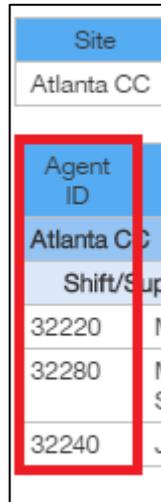
10. Select the type of delimiter and enter the **values** in the space below.



11. The manually added items can be seen under **Keep these values** column. You can also select values under **Available items** column. Verify the values you would like to filter are accurate, then click **OK**.



12. This column has been filtered.



The image shows a vertical table with several rows. The first row has a blue header cell with the text 'Site'. The second row contains the text 'Atlanta CC'. The third row has a blue header cell with the text 'Agent ID'. The fourth row contains the text 'Atlanta CC'. The fifth row has a blue header cell with the text 'Shift/Sup'. The sixth row contains the text '32220'. The seventh row contains the text '32280'. The eighth row contains the text '32240'. A red rectangular box highlights the 'Agent ID' header and the three rows below it (Atlanta CC, 32220, 32280, 32240).

Site
Atlanta CC
Agent ID
Atlanta CC
Shift/Sup
32220
32280
32240

#### ADDITIONAL HELP

Technical issues, contact the UF Computing Help Desk  
352-392-HELP

Policies and Directives, contact the University of Florida Reporting Services  
[reporting-services@ufl.edu](mailto:reporting-services@ufl.edu)