

GHC Filter Cheat Sheet

- Use internet explorer.
- Wait 30 minutes after time period needed to run report.

What are you looking for?	Criteria	Element	Occurrence	Operator	Value
Looking for calls above a certain hold time	AGENT DURATIONS	AGENT ON HOLD DURATIONS	ANY	>	PLACE TIME IN SECONDS
Looking for calls over a certain amount of time	CALLER DURATIONS	CALLER TALK DURATIONS	ANY	>	PLACE TIME IN SECONDS
Looking for calls on a certain console	CONSOLE	CONSOLE NAME	ANY	=	CHOOSE CONSOLE ID
Looking for a phone number	LOCATION INFORMATION	CALLING PARTY NUMBER	N/A	LIKE	USE % SIGN THEN INPUT PHONE NUMBER
Looking for calls that rang for a certain amount of time	AGENT DURATION	AGENT RING DURATION	ANY	>	PLACE TIME IN SECONDS
Looking at a certain TCO's calls	AGENT	LAST NAME	ANY	=	SELECT TCO NAME
Looking for outgoing calls	CALL CLASSIFICATION	CALL SERVICE	N/A	=	OUTGOING
Looking for Abandoned calls that were not serviced.	CALL CLASSIFICATION	CALL SUBTYPE	N/A	=	ABANDONED NOT SERVICED
Looking for an address	LOCATION INFORMATION	STREET NAME	N/A	LIKE	%STREET NUMBER AND STREET NAME%
Look for a PANI	LOCATION INFORMATION	PANI	N/A	CAN USE = OR LIKE	IF YOU USE LIKE HAVE TO USE %
Look for a service provider	LOCATION INFORMATION	SERVICE PROVIDER	N/A	=	SELECT PROVIDER