What happened to my data (too many filters are set)?

A great strength of Cognos dashboards is that they are interactive (i.e. the widgets are *connected*). This means that if you click on a bar in a chart or click a value in a list, you filter the data in all the other visualizations that use the same data.

However, sometimes you forget what you clicked on and you start losing track of your data. Where is "Camping Equipment" now – I can't see it? What happened to 2023? It is very easy to lose track of what you have filtered out. To get your data back, you can:

- Close the dashboard without saving and re-open it; or
- Reset the filters in the Filter Area; or
- Reset the filters on the widgets



You can modify your dashboard so that some widgets are not affected by clicking other widgets (i.e. **disconnected**) by adding them to their own group. For more information, see <u>Disconnecting visualizations and filter widgets</u>.



- 1. Open the Filter Area by clicking
- 2. The Filter Area will become visible at the top of the screen. In the example below, the first two filters (Call Calendar Year, Site) have been set. An icon tells you that one value (2021) has been set for *Call Calendar Year*, and three values have been set for *Site*:

Call center YID per	formance	*				@ 4 🧭	
						Analytics 🗠 🛛 Filters 🤉	Properties 📰
⊽ All tabs	Drag and drop data here to filter all tabs.			: ⊽ I This tab	Call Calendar Year : 2021 1	Site : Atlanta CC, Phoenix CC, D 3	Call Type Descripti.
KPI Summary	Agent Su	mmary Customers & Plans	② About +				
Sites Atlanta CC Dellas CC Phoenix CC	2 ÷	Call Center Volume		Service Level Excellence		Call Performance	
		문 🔅	A 🖗	문 🔅	문 ⁶	V 🔅	윤 🔅
		114 Total Agents	266K Total Calls	74.5% © SLA % 80.095 (-6.88%)	75.1% © FOR % 80.096 (-6.196)	14.17 @ ATT (minutes) 15 (-5.56%)	4.11 ACW (minutes) 5 (-17.76%)
		2 ÷	2 ÷	۵ ¢	2 ŵ	A 🕸	5 ŵ
		78.7% © Occupancy % 75.096 (+4.98%)	3.0% ⊗ Abandorment % 2.0% (+51.04%)	89.4% ⊗ _{Quality 95} 90.095 (-0.6595)	67.4% © Customer Satisfaction % 85.0% (-20.65%)	18.28 @ Aft (minutes) 20 (-8.61%)	16 ⊘ ASA (seconds) 20 (-22.1996)

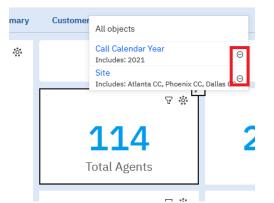
3. To remove the filters, click the label (e.g. Call Calendar Year) on each filter to open the dropdown:

√ I This tab	Call Calendar Year S	ite	Call Type Description	
Service Leve	Q Search 2017 2018 2019	2017 2018		
₽ ÷ 5% ⊗ ^{\%} -6.88%)	 □ 2020 □ 2021 □ 2022 □ 2023 □ 2024 		⊊ ☆ .7 ⊘ _{utes)} ;6%)	
₽ * 1% ⊗ ^{ity %} -0.65%)	Clear all Cancel	Invert	⊽ ☆ .8⊘ utes) 1%)	

- 4. Click the *Clear all* link near the bottom of the dialog.
- 5. Click Done.

- mary **Customers & Plans** ⑦ About ÷0;• **Call Center Volume** Ŷ 단 🌼 74. 266K 114 ş Total Calls Total Agents 80.0% V 🔅 오 🔅 **3.0%**⊗ **78.7%**⊘ 89. Occupancy % Abandonment % Qι 75.0% (+4.98%) 2.0% (+51.04%) 90.0% 문 🌼 Call Volume by Hour ıift Call Type Description Billing and Payments General Inquiries

2. Click the *Delete filter* icon Θ to remove the filter:



3. The filter will be removed from all **connected** widgets on the dashboard that use the same data.



For more information, see Filters.