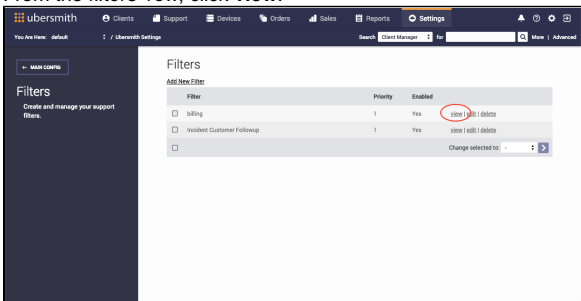


# Managing Support Filters

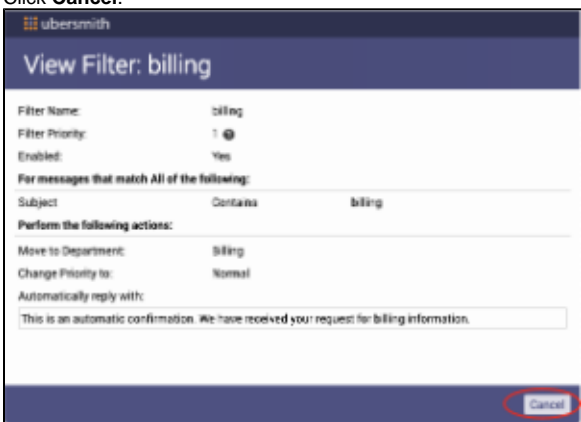
Once [you have created filters](#), you can perform various actions on them.

## Viewing Support Filters

1. [Access the Filters page.](#)
2. From the *filters*' row, click **view**.

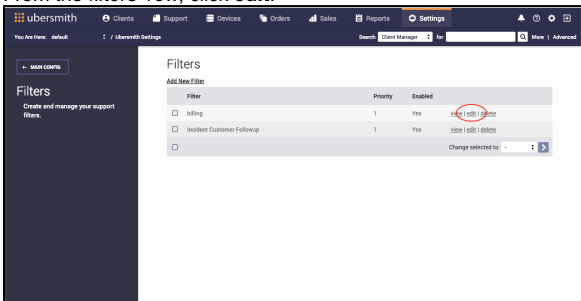


- The *View Filter* page appears.
3. Click **Cancel**.



## Editing Support Filters

1. [Access the Filters page.](#)
2. From the *filters*' row, click **edit**.



- The *Edit Filter* page appears.
3. Make any necessary changes.

On this page:

On this page:

- [Viewing Support Filters](#)
- [Editing Support Filters](#)
- [Deleting Support Filters](#)
- [Changing Rules to Enabled or Disabled](#)
- [Removing Rules or Actions from a Filter](#)
- [Related Topics](#)

4. Click **Save**.

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### Edit Filter: billing

Details Rules Actions

English(USA) Filter Name:

Français canadien Filter Name:

Português (Portugal) Filter Name:

Filter Priority:

Enabled: ☒ Yes ☐ No

Save Cancel

## Deleting Support Filters

1. Access the [Filters](#) page.
2. From the *filters* row, click **delete**.

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Filters

Filter	Priority	Enabled	Actions
<input type="checkbox"/> Billing	1	Yes	view   edit   delete
<input type="checkbox"/> Incident Customer Followup	1	Yes	view   edit   delete

Change selected to: 1

A confirmation message appears.

3. Click **Yes**.

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Filters

Filter	Priority	Enabled	Actions
<input type="checkbox"/> Billing	1	Yes	view   edit   delete
<input type="checkbox"/> Incident Customer Followup	1	Yes	view   edit   delete

Change selected to: 1

Are you sure you want to remove this filter?

Yes No

## Changing Rules to Enabled or Disabled

1. Access the [Filters](#) page.
2. Select one or more filters to enable or disable.

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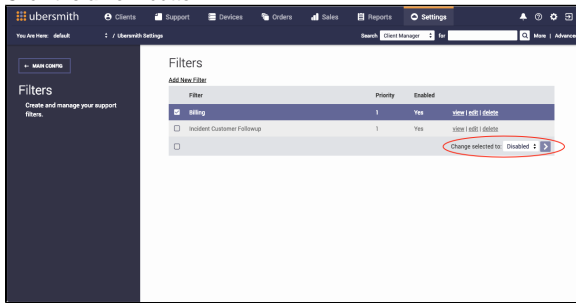
Filters

Filter	Priority	Enabled	Actions
<input checked="" type="checkbox"/> Billing	1	Yes	view   edit   delete
<input type="checkbox"/> Incident Customer Followup	1	Yes	view   edit   delete

Change selected to: 1

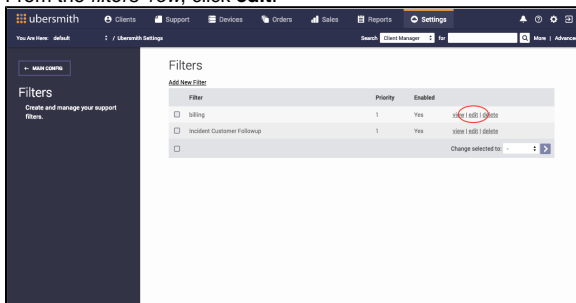
3. From the **Change selected to** field, select either **Enabled** or **Disabled**.

4. Click the **arrow** button.



## Removing Rules or Actions from a Filter

1. Access the [Filters](#) page.
2. From the *filters*' row, click **edit**.



The Edit *Filter* page appears.

3. Click the **Rules** or **Action** tab.
4. Click **remove** for the rule or **uncheck** the action to disable it.
5. Click **Save**.



## Related Topics

[Adding Support Filters](#)