How to open a telephone call report

- Open PDReports.
- Navigate to **Reports** > **Usage Reports** > **Pbx Calls**.
- Choose the way in which the data must be grouped. For example, if you would like totals per User, choose **Grouped by User**.
- In the **Report Type** frame, choose whether you want **Summary** (if grouped by user it will show only totals per user) or **Detailed** (show every phone call).
- In the **Time Period** frame, choose the period for which you would like data. To choose your own dates, change the **Period** drop-down to **Custom**.
- In the **Include call types** frame, choose whether **Outgoing**, **Incoming** and **Internal** calls must be included in the report.
- If you would like an extra grouping level, tick the **Include 2nd level group** box. In the **Group by** drop-down, choose the grouping option. For example, if you would like to get totals for each number dialled by each user, choose **Dialled Number**.
- Click **Open Report**.

How to export a report

- Once the report is open, click the button in the top left. 
- Change the Save as type drop down to the format you would like (e.g. Microsoft Excel *.xlsx).
- Browse to where you would like to save the file.
- Enter a name for the file in the **File name** text box.
- Click **Save**.

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