How to open a detailed call report for a specific user

- Open PDReports.
- Navigate to **Reports** > **Usage Reports** > **Pbx Calls** > **Grouped by User**.
- In the **Report Type** frame, choose **Detailed** (show every 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**.
- Click the **Filter Users** tab.
- Tick the **Filter users** checkbox.
- Enter some characters of the user's name in the **Search for** text box. Once the user record is located, tick the item.
- 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**.

Document revision date: 2024/07/12
Software version: 2.4.12.3
© 2024 Blue Swift Software CC