How to open a summary report of calls per user for a specific department

- Open PDReports.
- Navigate to **Reports** > **Usage Reports** > **Pbx Calls** > **Grouped by Department**.
- In the **Report Type** frame, choose **Summary** (show group totals).
- 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.
- Tick the **Include 2nd level group** checkbox and choose **User** in the **Group by** dropdown.
- If you would like a bar graph of the users within the department, tick the **Graph** checkbox in the **Include 2nd level group** frame.
- Click the **Filter Departments** tab.
- Tick the **Filter departments** checkbox.
- Enter some characters of the department's name in the **Search for** text box. Once the department record is located, tick the item.
- If you would like only a subset of users with the department included in the report, click the **Filter Users** tab. Tick the **Filter users** checkbox and then tick the users that must be included in the report.
- 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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