How to automatically email a summary of calls per user for a specific department

This Report Export emails a department head their users' call totals, for example every month. To send each department head their own report, set up one, then right-click it and click **Duplicate** for each other department. It uses the steps in *How to set up automatic emailing of reports*, with these report settings:

1. Create a Report Export as described in *How to set up automatic emailing of reports*: give it a name, choose the Email Send Account and recipients, and choose the schedule (for example **Monthly**, day 1).
2. On page 3 of the **Report Export** window, choose **Usage Reports** > **Pbx Calls** > **Grouped by Department**, then click **Next >**.
3. On page 4, choose these settings:
   - Under **Report type**, choose **Summary (Show group totals)**.
   - Under **Time Period**, set **Show data from** to the length of the period, for example 1 **months** for a monthly report.
   - Under **Include call types**, tick **Outgoing**, **Incoming** and **Internal** as needed.
   - Tick **Include 2nd level group** and choose **User** in **Group by**. For a bar graph of the users, tick **Graph** in the 2nd level group.
   - Click the **Filter Departments** tab, tick **Filter departments**, and tick the department.
   - To include only some of the department's users, click the **Filter Users** tab, tick **Filter users**, and tick the users.
4. Click **Finish**.
5. To check it straight away, right-click the Report Export and click **Execute now** (see *How to set up automatic emailing of reports*).

Related articles

- *How to set up automatic emailing of reports*
- *How to open a telephone call report*
- *How to open a summary report of calls per user for a specific department*

Print Director version at time of publish: 2.5.15.3. Publish date: 05/11/2026.