How to open a detailed call report for a specific extension

This report lists every call made or received on one extension, whoever used it. It is useful for shared phones, such as a reception or boardroom phone. For more about the settings, see *How to open a telephone call report*.

1. Open **PD Reports**.
2. In the tree, click **Reports** > **Usage Reports** > **Pbx Calls** > **Grouped by Extension**.
3. On the **Data Options** tab:
   - Under **Report type**, choose **Detailed (Show every call)**.
   - Under **Time Period**, choose the **Period**, or choose **Custom** and set **From** and **To**.
   - Under **Include call types**, tick **Outgoing**, **Incoming** and **Internal** as needed.
4. Click the **Filter Extensions** tab and tick its **Filter** tick box.
5. Tick the extension. To find it quickly, type its number in **Search for**.
6. Click **Open Report**.

To save the report as a PDF or Excel file, see Save the report as a file in *How to open a printing report*.

Related articles

- *How to open a telephone call report*

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