How to open a detailed call report for a specific user

This report lists every call made or received by one user, with the date, number dialled, duration and cost. 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 User**.
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 Users** tab and tick **Filter users**.
5. Type part of the user's name in **Search for**, then tick the user.
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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