How to open a detailed call report for unbilled phone calls

Where users bill calls to client accounts, this report lists the calls that have not been billed to an account yet, so they can be followed up. 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 Account Code**.
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 Accounts** tab and tick its **Filter** tick box.
5. Tick **<unbilled>** in the list of accounts.
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*
- *How to automatically email a detailed call report for unbilled phone calls*

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