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

This report shows each user's call totals for one department, for example for the department head. 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 Department**.
3. On the **Data Options** tab:
   - Under **Report type**, choose **Summary (Show group totals)**.
   - 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.
   - 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.
4. Click the **Filter Departments** tab, tick **Filter departments**, and tick the department. To find it quickly, type part of its name in **Search for**.
5. To include only some of the department's users, click the **Filter Users** tab, tick **Filter users**, and tick the users.
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*. To have it emailed every month instead, see *How to automatically email a summary of calls per user for a specific department*.

Related articles

- *How to open a telephone call report*
- *How to automatically email a summary of calls per user for a specific department*

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