How to open a telephone call report

Where telephone management is licensed, Print Director records the calls made and received on each PBX, with their cost. PD Reports shows these calls, grouped and totalled the way you choose. The other call report articles use the steps below with particular settings.

Open a call report

1. Open **PD Reports**.
2. In the tree, click **Reports** > **Usage Reports** > **Pbx Calls**, then click how the calls must be grouped, for example:
   - **Grouped by User** for totals per user,
   - **Grouped by Department**, **Grouped by Extension** or **Grouped by PBX**,
   - **Grouped by Account Code** or **Grouped by Matter Code** for calls billed to clients,
   - **Grouped by Dialled Number** or **Grouped by Number Group** (for example mobiles or international numbers).
3. Choose the settings on the **Data Options** tab (described below).
4. Click **Open Report**.

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

The report settings

- **Report type: Summary (Show group totals)** for totals only, or **Detailed (Show every call)** to list every call with its date, number, duration and cost.
- **Time Period:** choose a **Period**, such as **A full month until today** or **Last Month**. To choose your own dates, choose **Custom** and set **From** and **To**.
- **Include call types:** tick **Outgoing**, **Incoming** and **Internal** as needed. Most cost reports need only **Outgoing**.
- **Top level group: Order** sorts the groups, for example **Alphabetical**, **by Total Amount**, **by Total Calls** or **by Total Duration**. To add a chart, tick **Graph** and choose **Bar graph** or **Pie graph**.
- **Include 2nd level group:** tick it to split each group again, and choose the grouping in **Group by**. For example, for each user's totals per number dialled, choose **Grouped by User** in the tree and **Dialled Number** here.

Report on only some users, extensions or PBXs

Each grouping adds a filter tab next to **Data Options**, for example **Filter Users**, **Filter Extensions** or **Filter PBXes**. Click the tab, tick its **Filter** tick box (for example **Filter users**), and tick the items to include. To find one quickly, type part of its name in **Search for**.

To have a call report emailed on a schedule instead, see *How to set up automatic emailing of reports*.

Related articles

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

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