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Reports for users Collecting Feedback

• SK Steffen Kemme

• اسم المنتدى: Feature Request#

(Currently reports are focussed on internal use (agent KPIs etc

.However we would like to be able to build reports that we could send periodically to our users

Currently it is possible to do this through the schedule report feature but if we wanted to send out a report to each of our customers with their organization specific data, we would have to create a report for each customer/organization

What we would like ideally is for the system to recognise the customer the report is being sent to and send the appropriate information based on that (so you would just need to build the one report and then leverage the users organization or perhaps email domain to filter the relevant information