

## The users in my report have no names?

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### **Question**

The report I have created displays a list of users correctly but also shows some users that have no name even though they have a name in the agent interface. Why aren't they displaying?

### **Answer**

If no name is originally stored for the user, the agent interface will display a guessed name based on the user's email address. Say the user's email is j.smith@example.com and there is no name stored. The agent interface will display the name as J Smith. These guessed names are not displayed in reports.

Therefore we recommend displaying the user's email address in your reports too, to help you identify unnamed users.