I'm having trouble making a custom report retrieve phone numbers

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

:Question

I had a custom report that retrieved people's phone numbers using people.contact_data.field_x. Now it has stopped working - why?

:Answer

The way we store phone number data for people (users and agents) has changed. You should now use the phone_numbers table [which is documented here in the Reports manual](#).