

The users in my report have no names?

Lauren Cumming - 2019-03-20 - Comments (0) - Creating Reports (Old)

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.