

## Customer reports [Legacy]

OnceHub reports cover all booking activity. Reports can be generated based on different dimensions: by Customer, [by Booking page](#), [by Event type](#), [by Master page](#), and [by User](#).

In this article, you'll learn about Customer reports. Access your Customer reports by going to Setup -> OnceHub setup -> Hover over the left sidebar -> Reports -> Customer reports.

### Customer summary report

Customer reports help you understand booking activity by Customer. For each Customer, you can see how many bookings have been **Scheduled**, **Rescheduled**, **Completed**, **Canceled**, or set to **No-Show**. This gives you insight into how many bookings and cancellations took place during a period of time.

Customers are grouped by their email address and name. If the Customer uses different names with the same email address, each email-name combination will be displayed separately.

By default, Customers in the summary report are sorted by **All activities**, meaning the Customer with the highest number of activities will be at the top of the list. To change how the report is sorted, click any of the column headers.

#### Note:

If you move an activity to the Trash, it will be included in reports until deleted. The activity will display as being **(In Trash)**. After they are permanently deleted, any fields related to this deleted activity will not show up in reports. [Learn more](#)

### Customer detail report

To view a detailed report of the booking activity for a specific Customer, click on the Customer in the **Customer** column. Here, you can see a complete booking log for the specific Customer.

A Customer detail report may be useful for billing purposes, or to provide a schedule report to a Customer when they need to meet multiple providers.

By default, the bookings are sorted by **Meeting date and time**. To change how the report is sorted, click any of the column headers.

#### Note:

To customize the display columns in the detail report, click the **Display columns** button. [Learn more about Detail report columns](#)

### Exporting a Customer report

You can export a Customer report as an Excel, CSV, or PDF file. To export a report, click on the **Excel**, **CSV** or **PDF** button in the top right corner of the report page (Figure 1).

Customer summary report

Excel CSV PDF

Retrieve by: Meeting time From: Jun 26, 2019 To: Jul 03, 2019 Go Customer: All

Figure 1: Export report buttons