

GENESYS

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Outbound (CX Contact) CX Contact Help

CX Contact Analytics

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Administrator

Learn about the key features in CX Contact Analytics and how to design your own dashboards.

Related documentation:

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CX Contact (CXC) Analytics is a powerful tool that enables you to obtain an extensive and detailed understanding about CX Contact processes. With a series of different dashboards, CX Contact Analytics offers a variety of visualizations and in-depth reporting panels that highlight specific

Link to video

Key Features

- Almost Real-Time Reporting As soon as an event occurs, CXC Analytics can start to use the resulting data to build reports.
- Custom Time Period Data extraction that enables you to view how processes are performing over time.
- Advanced Filtering Options Enables you to pinpoint specific data.

aspects of Jobs, Calls, SMS/Emails, Campaigns and so on.

Design your Dashboard

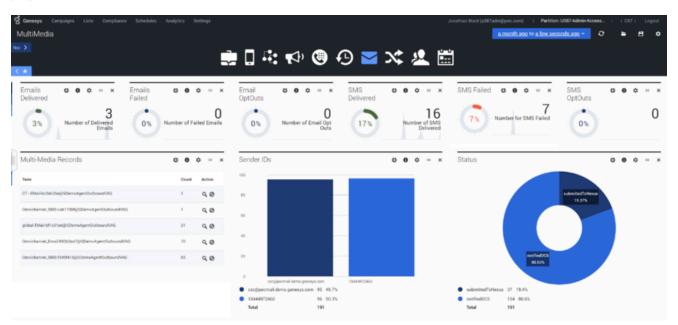
- Configure a Dashboard Provides details about how to design the dashboard to generate the data you want.
- Configure a Dashboard Row Provides details about how to organize and set up the dashboard row.
- Create an Analytics Dashboard Panel Provides details about how to add and configure a dashboard panel.

Use the following options in the Analytics tab to create custom dashboard views.

Dashboard Icon	Name	Description
Error	Job Record	Contains data about a Job's status and its results.
creating thumbnail: EUOL	Call List Loading Record	Contains data about Call List loading results.
creating creating thumbnail: English English The The The The The The The The The The	Preloading Record	Contains data about numbers that were removed from one or more Call Lists.

Error	Campaign Group Event Record	Contains data about the status of a Campaign group.
creating thumbnail: EUOL	Call Result Record	Contains data about call attempts.
Creating thumbnail:	Contact History Record	Contains statistical and contact data about call attempts.
chemibigail Bumbnail:	SMS/EMAIL Record	Contains data about SMS/Email events.
ave to the	SMS & Email Conversations Record	Contains data about SMS/Email conversation events.
ation tnumbhail	User Actions	Contains data about user events (that is, who did what and exactly when).
nation	Outbound Schedules Record	Contains data about an outbound schedule's status and its events.

Click the **Analytics** menu to open the Analytics page. The following image depicts a typical Analytics page.



Related Topics

- Configure a Dashboard
- Configure a Dashboard Row
- Create an Analytics Dashboard Panel