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Reporting Administrator's Guide

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Perform basic administrator tasks for your reporting tools and users.

Related documentation:

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Manage reporting environments

Most operation, administration, and management actions are carried out by your Genesys representative.

Genesys CX Insights user administration

Many **Reporting GCXI** users can change their own passwords, and some administrator users can change passwords both for themselves, and for other users. For step-by-step instructions to change Genesys CX Insights (GCXI) passwords, manage users, and set languages, see Genesys CX Insights User Management.

Agent Workspace, Pulse, and GVP administration.

There are no user-managed administration features for these reporting tools.

If you are looking for information about an administrative task that's not described in this document, talk to your Genesys representative.

To learn more about the different types of reporting Genesys offers, see Reporting or visit the following pages:

- Navigating Agent Workspace
- Get started with Genesys CX Insights
- Get started with GVP reporting
- Get Started with Genesys Pulse