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Genesys CX Insights Multicloud Projects Reference Guide

Genesys CX Insights Project

1/8/2026

This project enables you to build historical reports from Genesys Info Mart data.

Related documentation:

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RSS:

- For private edition

The *Genesys CX Insights* project is used to build reports from Genesys Info Mart and Reporting and Analytics Aggregates (RAA) data. The Genesys CX Insights project is the original project for GCXI, and contains historical reports and objects for a wide variety of Genesys products, organized into the following folders:

- Agent folder
- Billing Data folder
- Business Attribute folder
- Callback folder
- Chat folder
- Co-browse folder
- Designer folder
- Detail folder
- Outbound Contact folder
- Predictive Routing folder
- Queue folder
- Service Objects folder
- Time folder
- User Data Example folder
- User Data Call Survey folder