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## Work with Genesys CX Insights Reports

[ANI Details Dashboard](#)

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- Administrator
- Supervisor

Explore outcomes of customer interactions based on Automatic Number Identification (ANI).

### Related documentation:

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### RSS:

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The (**Dashboards** folder) > ANI Detail Dashboard provides detailed information about the outcomes of customer interactions, based on Automatic Number Identification (ANI), enabling you to identify frequent callers and the result of their interactions.

ANI Details										ANI		
ANI										Total Interactions: 1,360		
01/15/19										01/15/19		
ANI	Call Date	Interaction	ANI	Day	Target Audience	Response Type	Response Rate	Response Reason	Agent Name	Interaction Count	Success Rate	Customer Rating
1000	01/15/19	1000	1000	Mon	1000	1000	1000	1000	1000	1000	1000	1000
1001	01/15/19	1001	1001	Mon	1001	1001	1001	1001	1001	1001	1001	1001
1002	01/15/19	1002	1002	Mon	1002	1002	1002	1002	1002	1002	1002	1002
1003	01/15/19	1003	1003	Mon	1003	1003	1003	1003	1003	1003	1003	1003
1004	01/15/19	1004	1004	Mon	1004	1004	1004	1004	1004	1004	1004	1004
1005	01/15/19	1005	1005	Mon	1005	1005	1005	1005	1005	1005	1005	1005
1006	01/15/19	1006	1006	Mon	1006	1006	1006	1006	1006	1006	1006	1006
1007	01/15/19	1007	1007	Mon	1007	1007	1007	1007	1007	1007	1007	1007
1008	01/15/19	1008	1008	Mon	1008	1008	1008	1008	1008	1008	1008	1008
1009	01/15/19	1009	1009	Mon	1009	1009	1009	1009	1009	1009	1009	1009
1010	01/15/19	1010	1010	Mon	1010	1010	1010	1010	1010	1010	1010	1010
1011	01/15/19	1011	1011	Mon	1011	1011	1011	1011	1011	1011	1011	1011
1012	01/15/19	1012	1012	Mon	1012	1012	1012	1012	1012	1012	1012	1012
1013	01/15/19	1013	1013	Mon	1013	1013	1013	1013	1013	1013	1013	1013
1014	01/15/19	1014	1014	Mon	1014	1014	1014	1014	1014	1014	1014	1014
1015	01/15/19	1015	1015	Mon	1015	1015	1015	1015	1015	1015	1015	1015
1016	01/15/19	1016	1016	Mon	1016	1016	1016	1016	1016	1016	1016	1016
1017	01/15/19	1017	1017	Mon	1017	1017	1017	1017	1017	1017	1017	1017
1018	01/15/19	1018	1018	Mon	1018	1018	1018	1018	1018	1018	1018	1018
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1021	01/15/19	1021	1021	Mon	1021	1021	1021	1021	1021	1021	1021	1021
1022	01/15/19	1022	1022	Mon	1022	1022	1022	1022	1022	1022	1022	1022
1023	01/15/19	1023	1023	Mon	1023	1023	1023	1023	1023	1023	1023	1023
1024	01/15/19	1024	1024	Mon	1024	1024	1024	1024	1024	1024	1024	1024
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1029	01/15/19	1029	1029	Mon	1029	1029	1029	1029	1029	1029	1029	1029
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1038	01/15/19	1038	1038	Mon	1038	1038	1038	1038	1038	1038	1038	1038
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1077	01/15/19	1077	1077	Mon	1077	1077	1077	1077	1077	1077	1077	1077
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1080	01/15/19	1080	1080	Mon	1080	1080	1080	1080	1080	1080	1080	1080
1081	01/15/19	1081	1081	Mon	1081	1081	1081	1081	1081	1081	1081	1081
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1098	01/15/19	1098	1098	Mon	1098	1098	1098	1098	1098	1098	1098	1098
1099	01/15/19	1099	1099	Mon	1099	1099	1099	1099	1099	1099	1099	

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- The main area of the dashboard consists of a grid of detailed information pertaining to each call.

The ANI Details Report provides similar data to this dashboard, but the report enables you to explore outcomes on an hourly basis.

### Tip

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

To get a better idea of what this dashboard looks like, view sample output from the report: [Sample ANI Details Dashboard.pdf](#)

## Video: Using the Time slider

[Link to video](#)

Focus the results on one or more weeks.

The following tables explain the prompts you can select when you generate the dashboard, and the metrics and attributes that are represented in the dashboard:

## Prompts on the ANI Detail Dashboard

The following table explains the prompts that are available for the ANI Detail Dashboard:

**Prompts on the ANI Detail Dashboard**

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than <b>none</b> , the Date prompts are ignored. By default, the report captures data from the preceding 31 days.
Start Date	Choose the first day from which to include data in the report.
End Date	Choose the last day from which to include data in the report.

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## Attributes on the ANI Details Dashboard

The following table explains the attributes used on the ANI Detail Dashboard:

**Attributes on the ANI Details Dashboard**

Attributes	Description
Callers List	This section provides a summary of the number of interactions for each caller. Click (or shift-click) in this list to focus the report on individual callers.
ANI	Enables data to be organized based on the ANI value associated with callers.
Day	Enables data to be organized based on the day on which a call was made. (YYYY-MM-DD)
Target Address	Enables data to be organized based on the DN or address to which the caller was connected.
Resource Type	Enables data to be organized based on the type of handling resource.
Resource Name	Enables data to be organized based on the user name of the handling resource.
Technical Result	Enables data to be organized based on disposition, for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Result Reason	Enables data to be organized by the reason for the technical result; for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.

## Metrics on the ANI Details Dashboard

The following table explains the metrics used on the ANI Detail Dashboard:

**Metrics on the ANI Details Dashboard**

Metric	Description
Interaction Count	The number of interactions associated with a given source address.
Duration (FMT)	The amount of time that the state persisted (HH:MM:SS), calculated as the difference between the beginning and end of the agent's state.
Customer Handle Time (FMT)	The total time spent handling the interaction, calculated as the sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics.

To view more detailed information about the metrics and attributes in this dashboard, and other metrics and attributes that can be used to customize reports, see the [Genesys CX Insights Projects Reference Guide](#).