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Work with Genesys CX Insights Reports

[ANI Details Dashboard](#)

12/18/2025

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- Administrator
- Supervisor

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

Related documentation:

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RSS:

- [For private edition](#)

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

2019-01-15

2019-01-17

1,360

Total Interactions

ANI	Call Date	Interaction	ANI	Day	Target Audience	Response Type	Response Rate	Response Reason	Response Status	Agent Name	Interaction Count	Success Rate	Customer Rating
100	2019-01-15	100	100	Mon	100	100	100	100	100	100	100	100	100
101	2019-01-15	101	101	Mon	101	101	101	101	101	101	101	101	101
102	2019-01-15	102	102	Mon	102	102	102	102	102	102	102	102	102
103	2019-01-15	103	103	Mon	103	103	103	103	103	103	103	103	103
104	2019-01-15	104	104	Mon	104	104	104	104	104	104	104	104	104
105	2019-01-15	105	105	Mon	105	105	105	105	105	105	105	105	105
106	2019-01-15	106	106	Mon	106	106	106	106	106	106	106	106	106
107	2019-01-15	107	107	Mon	107	107	107	107	107	107	107	107	107
108	2019-01-15	108	108	Mon	108	108	108	108	108	108	108	108	108
109	2019-01-15	109	109	Mon	109	109	109	109	109	109	109	109	109
110	2019-01-15	110	110	Mon	110	110	110	110	110	110	110	110	110
111	2019-01-15	111	111	Mon	111	111	111	111	111	111	111	111	111
112	2019-01-15	112	112	Mon	112	112	112	112	112	112	112	112	112
113	2019-01-15	113	113	Mon	113	113	113	113	113	113	113	113	113
114	2019-01-15	114	114	Mon	114	114	114	114	114	114	114	114	114
115	2019-01-15	115	115	Mon	115	115	115	115	115	115	115	115	115
116	2019-01-15	116	116	Mon	116	116	116	116	116	116	116	116	116
117	2019-01-15	117	117	Mon	117	117	117	117	117	117	117	117	117
118	2019-01-15	118	118	Mon	118	118	118	118	118	118	118	118	118
119	2019-01-15	119	119	Mon	119	119	119	119	119	119	119	119	119
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121	2019-01-15	121	121	Mon	121	121	121	121	121	121	121	121	121
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125	2019-01-15	125	125	Mon	125	125	125	125	125	125	125	125	125
126	2019-01-15	126	126	Mon	126	126	126	126	126	126	126	126	126
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128	2019-01-15	128	128	Mon	128	128	128	128	128	128	128	128	128
129	2019-01-15	129	129	Mon	129	129	129	129	129	129	129	129	129
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131	2019-01-15	131	131	Mon	131	131	131	131	131	131	131	131	131
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133	2019-01-15	133	133	Mon	133	133	133	133	133	133	133	133	133
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145	2019-01-15	145	145	Mon	145	145	145	145	145	145	145	145	145
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197	2019-01-15	197	197	Mon	197	197	197	197	197	197	197	197	197
198	2019-01-15	198	198	Mon	198	198	198	198	198	198	198	198	198
199	2019-01-15	199	199	Mon	199	199	199	199	199	199	199	199	199
200	2019-01-15	200	200	Mon	200	200	200	200	200	200	200		

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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 none , 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.

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](#).