Work with Genesys CX Insights Reports

ANI Details Dashboard

12/18/2025

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- ![green checkmark icon]

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  - Administrator
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Explore outcomes of customer interactions based on Automatic Number Identification (ANI).
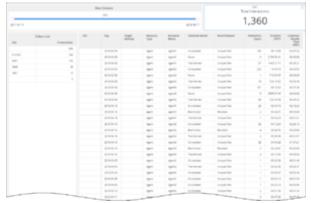
Related documentation:
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RSS:

- 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 Dashboard

The dashboard provides a detailed analysis of call volumes, durations, handle times, and outcomes. This view is divided into three sections:

- The Date Selector enables you to dynamically focus the dashboard on a period of time.
- Use the Callers List to optionally select an ANI value, which focuses the report on a single caller.

- 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*.