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Work with Genesys CX Insights Reports

Business Results reports

10/6/2024

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- Administrator
- Supervisor

Use Business Results reports to learn about the business outcomes that result from activity in your contact center.

Related documentation:

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RSS:

- [For private edition](#)

The reports in the **Business Results** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Business Results reports

The screenshot displays a user interface for reports. On the left is a navigation pane with a tree view containing folders: Recents, Shared Reports, Custom, CX Insights, Agents, Business Results, Callback, Chat, Dashboards, Details, IVR, Outbound Contact, and Queues. The 'Business Results' folder is highlighted with a red circle. The main area shows three report cards, each with a grid icon, title, owner, modified date, and a brief description.

- Business Metrics Executive Report**
Owner: Administrator
Modified: 6/6/17 8:08:30 PM
Use this report to monitor contact center performance, particularly if you are outside of the immediate contact center, and to gauge service level within the perspective of the total number of interactions that were offered to resources, by day.
- Customer Perspective Report**
Owner: Administrator
Modified: 6/6/17 8:08:33 PM
Use this report to understand such key indicators as how much time elapsed before customers were connected to agents or received responses, how satisfied customers were with their transactions, and how much money they spent.
- Interaction Volume Business Attribute Report**
Owner: Administrator
Modified: 6/6/17 8:08:37 PM
Use this report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling measures.

The following reports are available in the **CX Insights > Business Results** folder:

- Business Metrics Executive Report
- Customer Perspective Report
- Interaction Volume Business Attribute Report
- Weekly Business Attribute Dashboard

Related topics

- [Go back to the complete list of available reports.](#)
- [Learn how to generate historical reports.](#)
- [Learn how to read and understand reports.](#)
- [Learn how to create or customize reports.](#)

To view more detailed information about the metrics and attributes used in the reports, and about other metrics and attributes that you can use to customize reports, see the *Genesys CX Insights Multicloud Projects Reference Guide*.