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Work with Genesys CX Insights Reports

Business Results reports

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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:

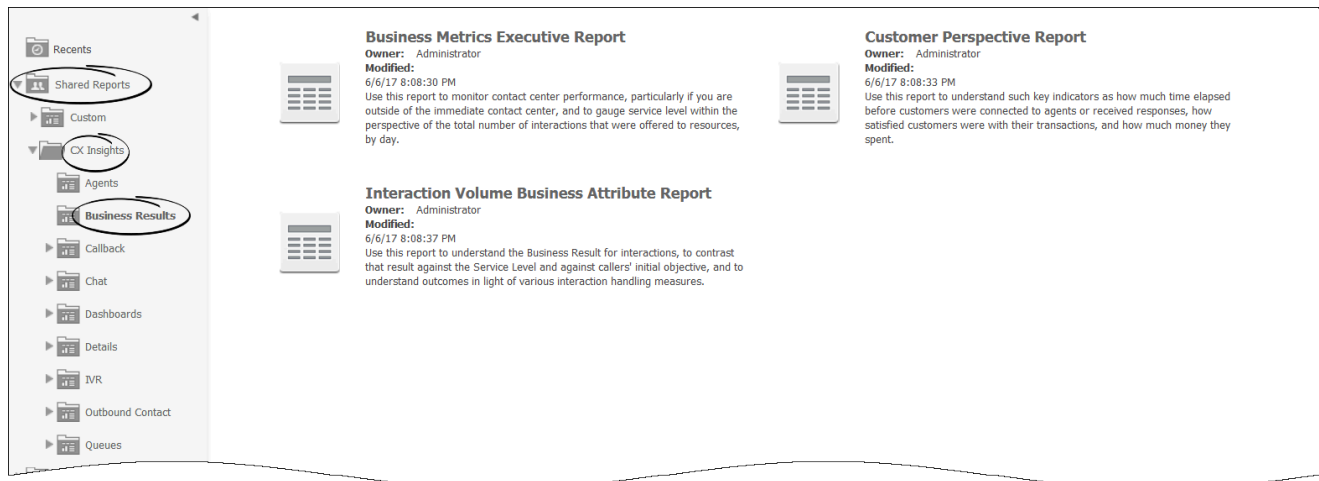
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RSS:

- [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 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*.