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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*.