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Work with Genesys CX Insights Reports

[Callback reports](#)

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- Administrator
- Supervisor

Learn more about the performance of Callback in your contact center.

Reports in the **Callback** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

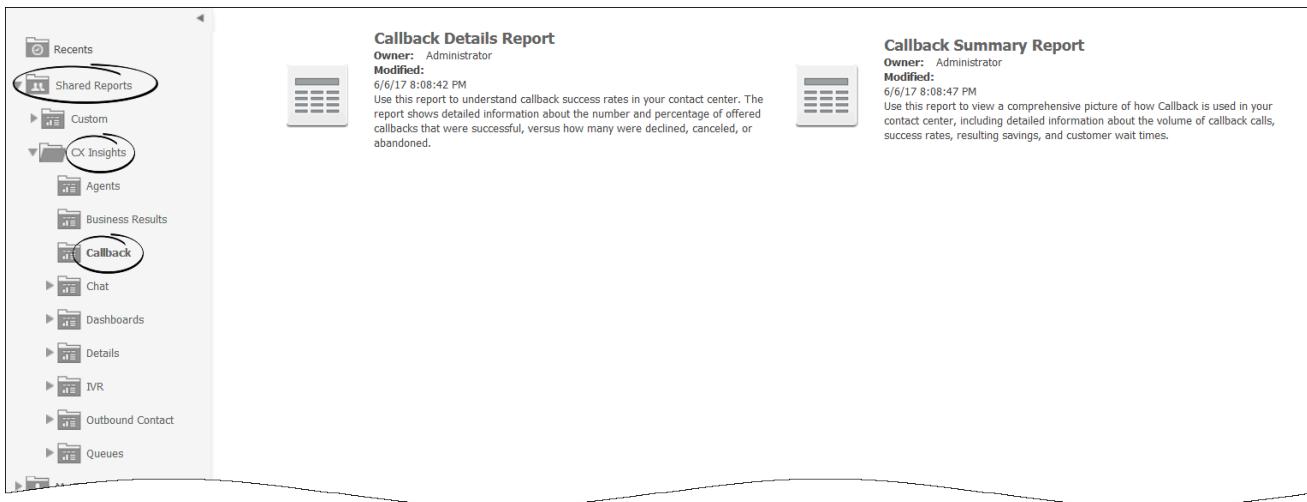
Related documentation:

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RSS:

- [For private edition](#)

About Callback reports



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

- Callback Details

- Callback Summary

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*.