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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

Recents	Callback Details Report Owner: Administrator Modified: 6/6/17.8:08:42 PM Use this report to understand callback success rates in your contact center. The report shows detailed information about the number and percentage of offered callbacks that were successful, versus how many were declined, canceled, or abandoned.	Callback Summary Report Owner: Administrator Modified: 6/6/17 8:08:47 PM Use this report to view a comprehensive picture of how Callback is used in your contact center, including detailed information about the volume of callback calls, success rates, resulting savings, and customer wait times.
Business Results		
Callback		
Dashboards		
▶ 📅 Details		
▶ IVR		
Outbound Contact		
▶ 📰 Queues		

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*.