



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Historical Reporting with Genesys CX Insights

[Callback reports](#)

Contents

- [1 About Callback reports](#)
- [2 Related topics](#)



- Administrator
- Supervisor

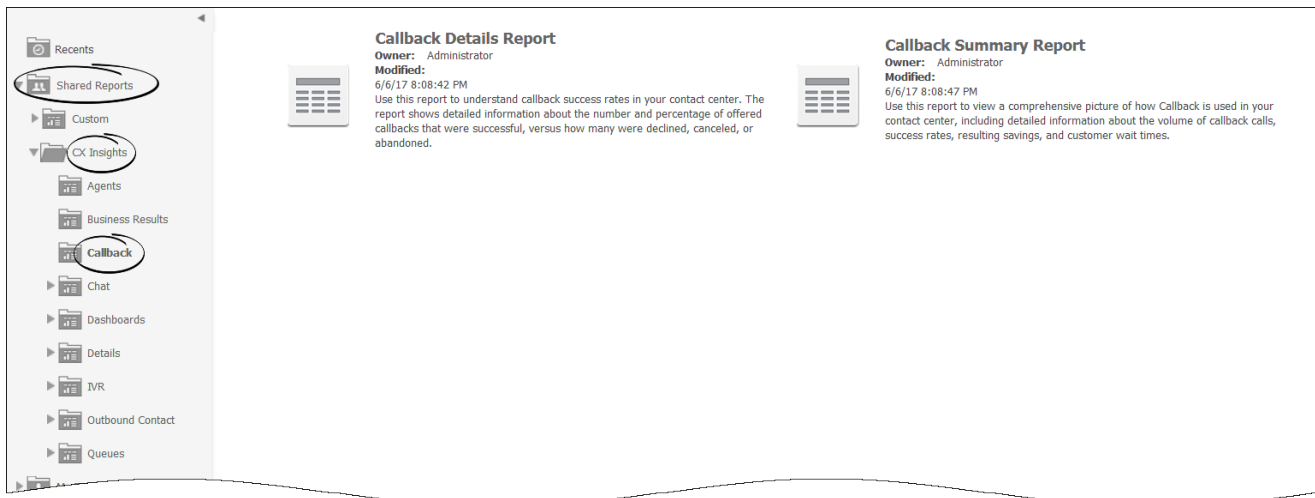
Learn more about the performance of Callback in your contact center.

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

Related documentation:

-
-

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.