Work with Genesys CX Insights Reports

Chat reports

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  - Administrator
  - Supervisor

Learn more about chat volumes, statistics, and outcomes in your contact center.

### Related documentation:
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RSS:
  - For private edition

Reports in the **Chat** folder rely on specific releases of Genesys software, and rely on specific provisioning; contact your administrator or Genesys representative to find out if these reports are ready for you to use.

> ### Important
> Some CX Insights reports can return empty data if they depend on a solution that is not deployed for you, or is not available in the cloud. For example, this applies to reports and dashboards in the **Chat**, **Chat bot**, and **Predictive Routing** folders.

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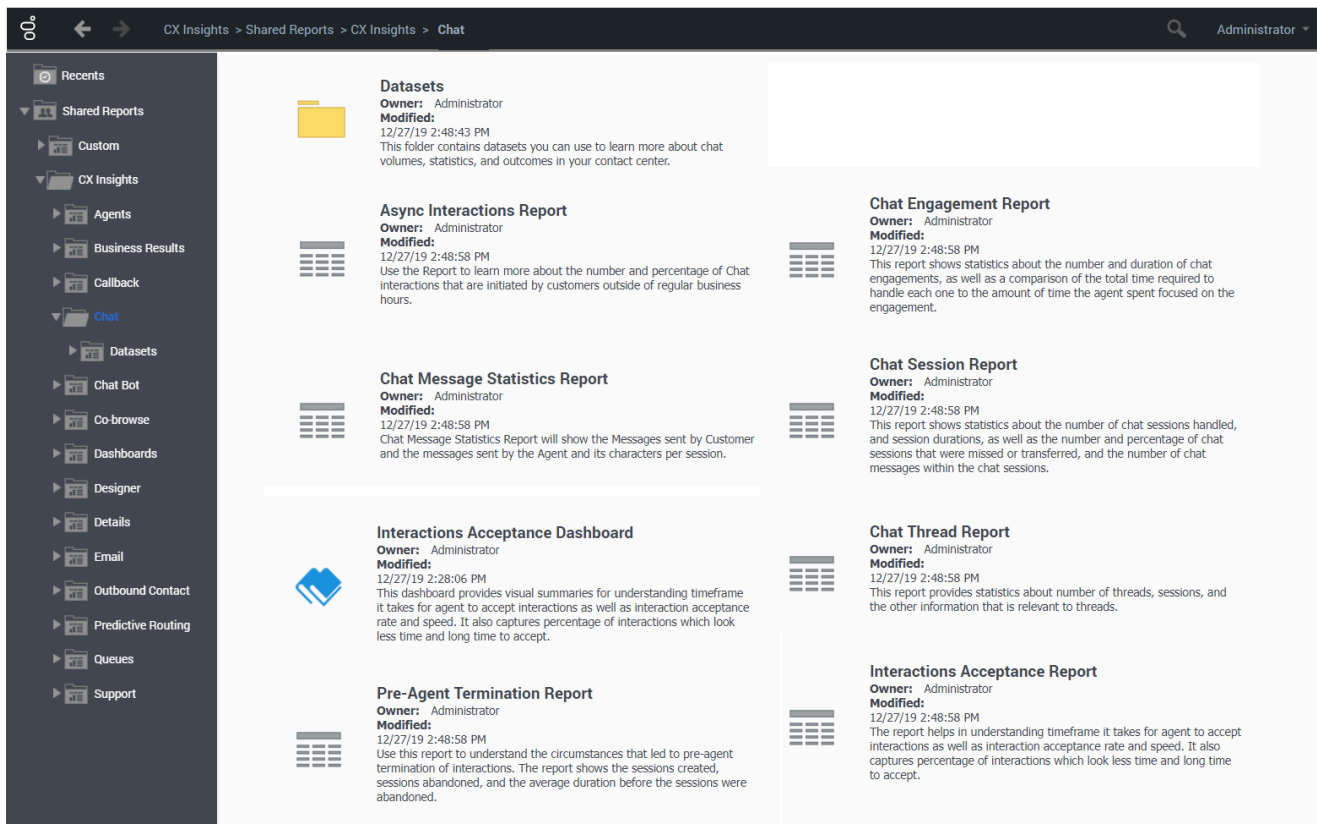
The following reports are available in the **CX Insights** > **Chat** folder:

- Async Interactions Report
- Chat Engagement Report
- Chat Message Statistics Report
- Chat Session Report
- Chat Thread Report
- Interactions Acceptance Report
- Pre-Agent Termination Report

plus one dashboard:

- Interactions Acceptance 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*.