

GENESYS

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Work with Genesys CX Insights Reports

Chat reports

9/5/2025

Contents

- 1 About Chat reports
- 2 Related topics



- 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

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Recents Euse Reports Euse Custom Out of the custom		Datasets Owner: Administrator Modified: 12/27/19 2:48:43 PM This folder contains datasets you can use to learn more about chat volumes, statistics, and outcomes in your contact center.	
CK Insights CK Ins		Async Interactions Report Owner: Administrator Modified: 12/27/19 2:48:58 PM Use the Report to learn more about the number and percentage of Chat interactions that are initiated by customers outside of regular business hours.	Chat Engagement Report Owner: Administrator Modified: 12/27/19 2:48:58 PM This report shows statistics about the number and duration of chat engagements, as well as a comparison of the total time required to handle each one to the amount of time the agent spent focused on the engagement.
Datasets Datasets Data Bot Data Bot Dashboards Dashboards Designer		Chat Message Statistics Report Owner: Administrator Modified: 12/27/19 2:48:58 PM Chat Message Statistics Report will show the Messages sent by Customer and the messages sent by the Agent and its characters per session.	Chat Session Report Owner: Administrator Modified: 12/27/19 2:48:58 PM This report shows statistics about the number of chat sessions handled, and session durations, as well as the number and percentage of chat sessions that were missed or transferred, and the number of chat messages within the chat sessions.
English		Interactions Acceptance Dashboard Owner: Administrator Modified: 12/27/19.2:28:06 PM This dashboard provides visual summaries for understanding timeframe It takes for agent to accept interactions as well as interaction acceptance rate and speed. It also captures percentage of interactions which look less time and long time to accept.	Chat Thread Report Owner: Administrator Modified: 12/27/19 2:48:58 PM This report provides statistics about number of threads, sessions, and the other information that is relevant to threads.
▶ 📷 Queues ▶ 📷 Support		Pre-Agent Termination Report Owner: Administrator Modified: 12/27/19 2:48:58 PM Use this report to understand the circumstances that led to pre-agent termination of interactions. The report shows the sessions created, sessions abandoned, and the average duration before the sessions were abandoned.	Interactions Acceptance Report Owner: Administrator Modified: 12/27/19 2:48:58 PM The report helps in understanding timeframe it takes for agent to accept interactions as well as interaction acceptance rate and speed. It also captures percentage of interactions which look less time and long time to accept.

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*.