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Work with Genesys CX Insights Reports

Dashboards

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- Administrator
- Supervisor

Learn about dashboards, which provide visual summaries of activity in your contact center, and are organized to suit your role in the organization.

Related documentation:

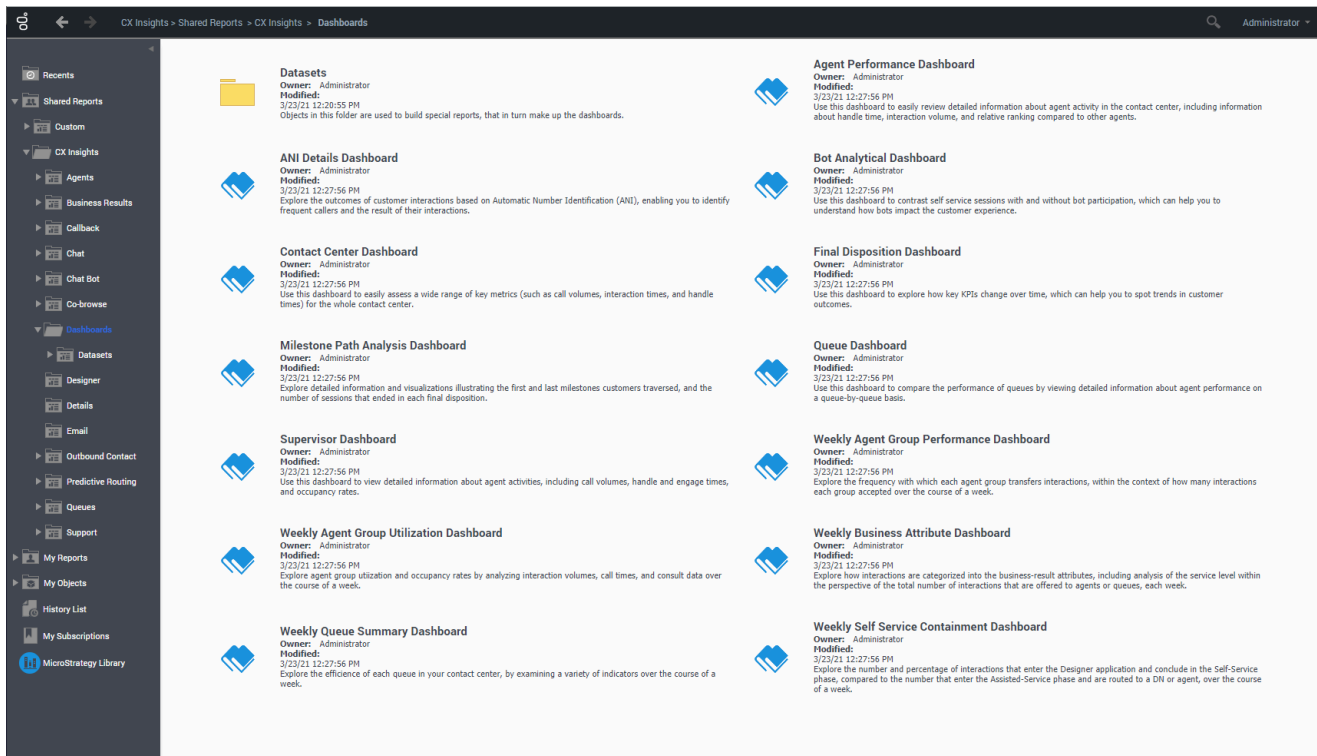
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RSS:

- [For private edition](#)

Dashboards (stored in the **Dashboards** folder) are ready-to-use, but as always, can be modified to suit your specific business needs.

About the Dashboards



The following dashboards are available in the **CX Insights > Dashboards** folder:

- ANI Details Dashboard
- Agent Performance Dashboard
- Bot Analytical Dashboard
- Contact Center Dashboard
- Final Disposition Dashboard
- Milestone Path Analysis Dashboard
- Queue Dashboard
- Transfer Dashboard
- Supervisor Dashboard
- Weekly Agent Group Performance Dashboard
- Weekly Agent Group Utilization Dashboard
- Weekly Business Attribute Dashboard
- Weekly Queue Summary Dashboard
- Weekly Self Service Containment Dashboard

Plus dashboards in other folders, such as the following:

- Interactions Acceptance Dashboard

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- Predictive Routing - AHT & Queue Dashboard
 - Predictive Routing Agent Occupancy Dashboard
 - Predictive Routing - Model Efficiency Dashboard

Video: Using Tabs and Views

[Link to video](#)

Navigate through tabs and views on dashboards.

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*.