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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

Datasets
Owner: Administrator
Modified: 3/23/21 12:20:55 PM
Objects in this folder are used to build special reports, that in turn make up the dashboards.

ANI Details Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore the outcomes of customer interactions based on Automatic Number Identification (ANI), enabling you to identify frequent callers and the result of their interactions.

Contact Center Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Use this dashboard to easily assess a wide range of key metrics (such as call volumes, interaction times, and handle times) for the whole contact center.

Milestone Path Analysis Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore detailed information and visualizations illustrating the first and last milestones customers traversed, and the number of sessions that ended in each final disposition.

Supervisor Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Use this dashboard to view detailed information about agent activities, including call volumes, handle and engage times, and occupancy rates.

Weekly Agent Group Utilization Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore agent group utilization and occupancy rates by analyzing interaction volumes, call times, and consult data over the course of a week.

Weekly Queue Summary Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore the efficiency of each queue in your contact center, by examining a variety of indicators over the course of a week.

Agent Performance Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Use this dashboard to easily review detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents.

Bot Analytical Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Use this dashboard to contrast self-service sessions with and without bot participation, which can help you to understand how bots impact the customer experience.

Final Disposition Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Use this dashboard to explore how key KPIs change over time, which can help you to spot trends in customer outcomes.

Queue Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Use this dashboard to compare the performance of queues by viewing detailed information about agent performance on a queue-by-queue basis.

Weekly Agent Group Performance Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore the frequency with which each agent group transfers interactions, within the context of how many interactions each group accepted over the course of a week.

Weekly Business Attribute Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore how interactions are categorized into the business-result attributes, including analysis of the service level within the perspective of the total number of interactions that are offered to agents or queues, each week.

Weekly Self Service Containment Dashboard
Owner: Administrator
Modified: 3/23/21 12:27:56 PM
Explore the number and percentage of interactions that enter the Designer application and conclude in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent, over the course of a week.

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

- 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*.