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Historical Reporting with Genesys CX Insights

Dashboards

Contents

- [1 About the Dashboards](#)
- [2 Video: Using Tabs and Views](#)
- [3 Related topics](#)



- Administrator
- Supervisor

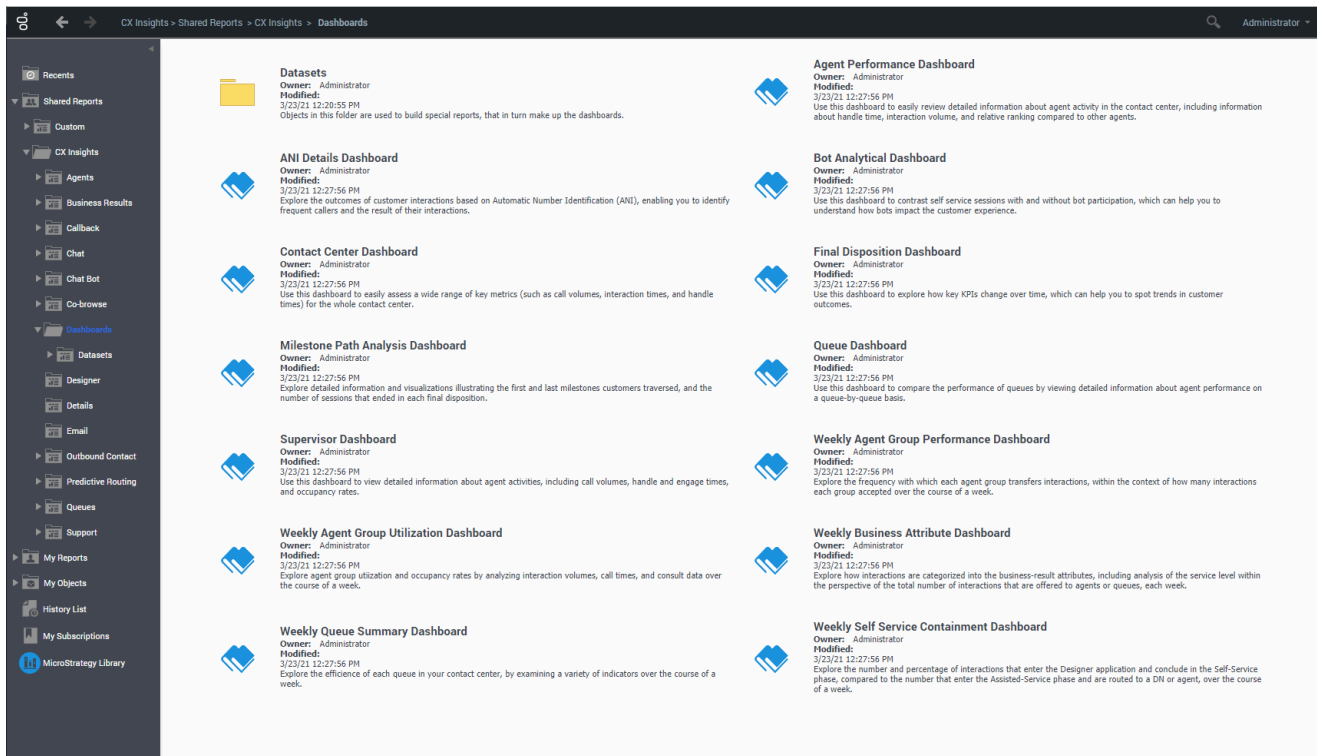
Learn about dashboards, which provide visual summaries of activity in your contact center, and are organized to suit your role in the organization.

Related documentation:

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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
- 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

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- 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.