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Work with Genesys CX Insights Reports

[Details reports](#)

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- Administrator
- Supervisor

View detailed information about activity in your contact center, from many different perspectives.

Related documentation:

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RSS:

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Reports in the **Details** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Important

Reports in the Details folder are designed for troubleshooting purposes, and are not intended to be run on a daily basis in most scenarios, as these reports can take a long time to run and can impact performance. When you do run them, it is best to focus them on a specific area, or period of time (usually a single day or less).

About Details reports

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

- Agent Details Activity Report
- Agent Group Membership Details Report
- Agent Login-Logout Details Report
- Agent State Details Report
- ANI Details Report
- Interaction Flow Report
- Interaction Handling Attempt Report
- Transfer Detail Report

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*.