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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:

- [For private edition](#)

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

**Agent Details Activity Report**  
Owner: Administrator  
Modified: 7/13/18 12:16:51 PM  
Provides a chronological breakdown of the activities of an agent, including session timestamp and duration, agent device/DNs status, and status start and duration, plus interaction states when offered to/processed by the agent.

**Agent Login-Logout Details Report**  
Owner: Administrator  
Modified: 7/13/18 12:16:52 PM  
Use this report to view the times when agents logged in and out, and the duration of each login session. The report displays the timestamps in the tenant's standard time zone.

**Agent State Details Report**  
Owner: Administrator  
Modified: 7/13/18 12:16:45 PM  
Use this report to track how agents spend time when in various noncall-related states, and to make assessments about how well this time is spent. This report is often useful in circumstances where the agent is paid by the minute.

**Interaction Flow Report**  
Owner: Administrator  
Modified: 7/13/18 12:16:51 PM  
Provides a chronological breakdown of the activities of an agent, including session timestamp and duration, agent device/DNs status, and status start and duration, plus interaction states when offered to/processed by the agent.

**Interaction Handling Attempt Report**  
Owner: Administrator  
Modified: 7/13/18 12:16:53 PM  
Use this report to view segment-related details pertaining to agent handling of contact center interactions, including distribution time, and data about the agent's contiguous participation in the interaction.

**Transfer Detail Report**  
Owner: Administrator  
Modified: 7/13/18 12:16:54 PM  
Use this report to learn more about the initiating and receiving parties of those contact center interactions that involve a transfer, including the technical result, the mediation devices through which the interaction passed, the business attribute, and

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*.