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Work with Genesys CX Insights Reports

Email reports

Contents

- [1 About Email reports](#)
- [2 Related topics](#)



- Administrator
- Supervisor

Learn more about email interaction volumes, statistics, and outcomes in your contact center.

Related documentation:

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-
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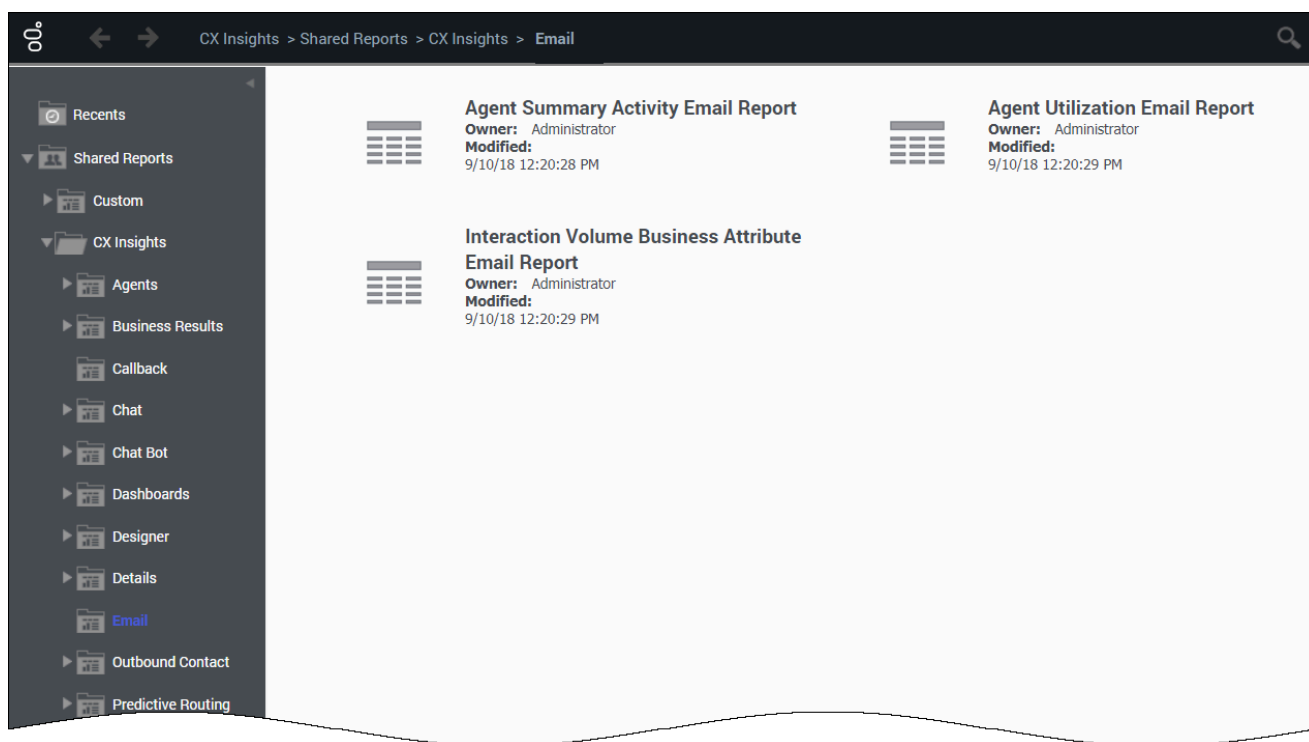
RSS:

- [For private edition](#)

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

Note that Genesys Multicloud CX offers two email solutions: **Email classic** and Genesys **Engage cloud Email**. This report is applicable for users of **Email classic**. To learn more about the difference between the two, see [How email works](#). If you are not sure which you have, talk to your administrator.

About Email reports



The following reports / dashboards are available in the **CX Insights > Email** folder:

- Agent Summary Activity Email Report
- Agent Utilization Email Report
- Interaction Volume Business Attribute Email 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*.