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# Historical Reporting with Genesys CX Insights

Designer reports

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- Administrator
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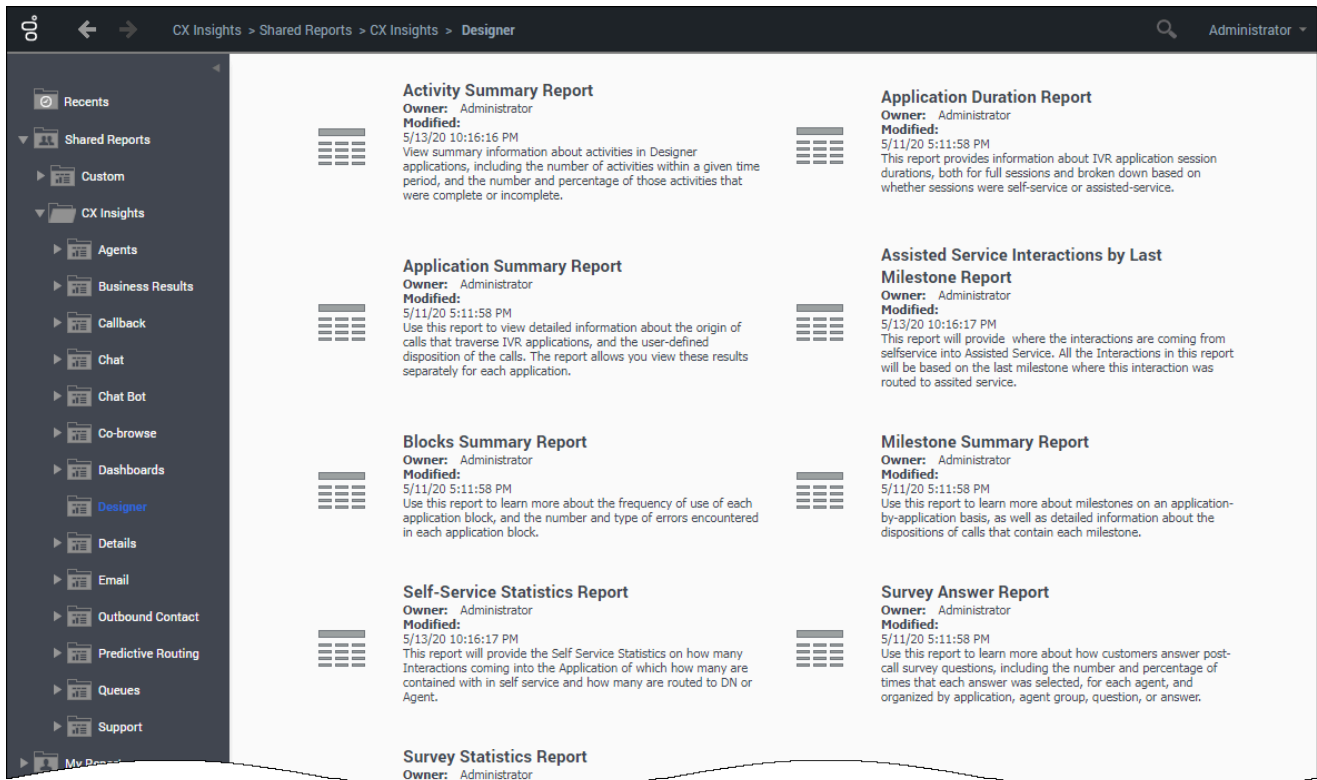
View information about Interactive-Voice-Response (IVR) usage in your contact center.

**Related documentation:**

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Interactive-Voice-Response (IVR) Reports are created using Genesys Designer. Reports in the **Designer** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

## About Designer reports



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

- Activity Summary Report
- Application Duration Report
- Application Summary Report
- Assisted Service Interactions by Last Milestone Report
- Blocks Summary Report
- Bot Analytical Dashboard
- Final Disposition Dashboard
- Milestone Summary Report
- Self-Service Statistics Report
- Survey Answer Report
- Survey Statistics Report
- Weekly Self Service Containment Dashboard

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## 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.](#)