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Work with Genesys CX Insights Reports

Designer reports

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- Administrator
- Supervisor

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

Related documentation:

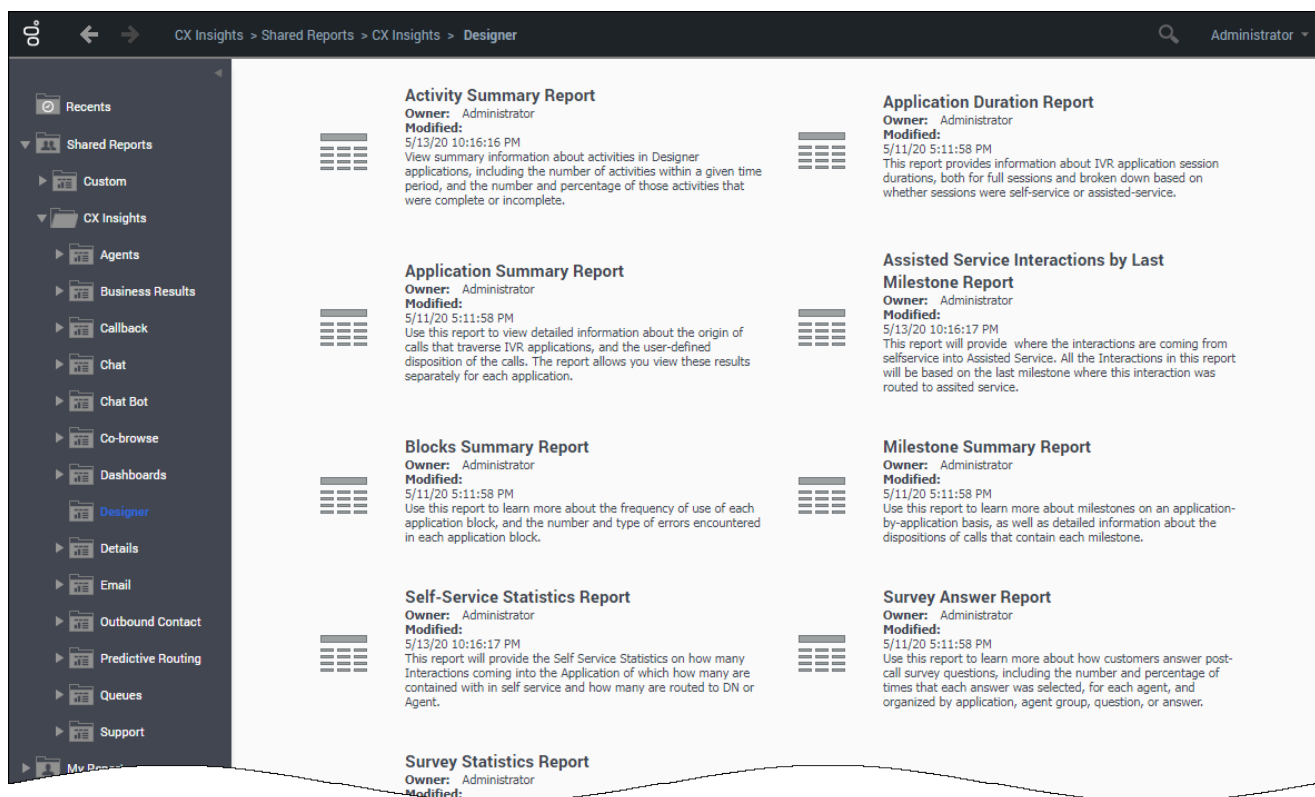
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RSS:

- [For private edition](#)

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

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*.