



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

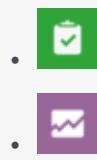
## Work with Genesys CX Insights Reports

[Designer reports](#)

---

## Contents

- 1 About Designer reports
- 2 Related topics



- Administrator
- Supervisor

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

### Related documentation:

- 
- 
- 
- 

### 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 screenshot shows the CX Insights Shared Reports interface. The left sidebar lists categories like Recents, Shared Reports, CX Insights (Agents, Business Results, Callback, Chat, Chat Bot, Co-browse, Dashboards, Designer, Details, Email, Outbound Contact, Predictive Routing, Queues, Support), and My Profile. The main content area shows the 'Designer' folder with the following reports:

- Activity Summary Report**  
Owner: Administrator  
Modified: 5/13/20 10:16:16 PM  
View summary information about activities in Designer applications, including the number of activities within a given time period, and the number and percentage of those activities that were complete or incomplete.
- Application Duration Report**  
Owner: Administrator  
Modified: 5/13/20 5:11:58 PM  
This report provides information about IVR application session durations, both for full sessions and broken down based on whether sessions were self-service or assisted-service.
- Application Summary Report**  
Owner: Administrator  
Modified: 5/11/20 5:11:58 PM  
Use this report to view detailed information about the origin of calls that traverse IVR applications, and the user-defined disposition of the calls. The report allows you view these results separately for each application.
- Assisted Service Interactions by Last Milestone Report**  
Owner: Administrator  
Modified: 5/13/20 10:16:17 PM  
This report will provide where the interactions are coming from self-service into Assisted Service. All the interactions in this report will be based on the last milestone where this interaction was routed to assisted service.
- Blocks Summary Report**  
Owner: Administrator  
Modified: 5/11/20 5:11:58 PM  
Use this report to learn more about the frequency of use of each application block, and the number and type of errors encountered in each application block.
- Milestone Summary Report**  
Owner: Administrator  
Modified: 5/11/20 5:11:58 PM  
Use this report to learn more about milestones on an application-by-application basis, as well as detailed information about the dispositions of calls that contain each milestone.
- Self-Service Statistics Report**  
Owner: Administrator  
Modified: 5/13/20 10:16:17 PM  
This report will provide the Self Service Statistics on how many interactions coming into the Application of which how many are contained within self service and how many are routed to DN or Agent.
- Survey Answer Report**  
Owner: Administrator  
Modified: 5/11/20 5:11:58 PM  
Use this report to learn more about how customers answer post-call survey questions, including the number and percentage of times that each answer was selected, for each agent, and organized by application, agent group, question, or answer.
- Survey Statistics Report**  
Owner: Administrator  
Modified:

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*.