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Work with Genesys CX Insights Reports

Report Descriptions

8/5/2025

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- Administrator
- Supervisor

View a complete list, organized by type, of the out-of-box historical reports and dashboards that are included with Genesys CX Insights.

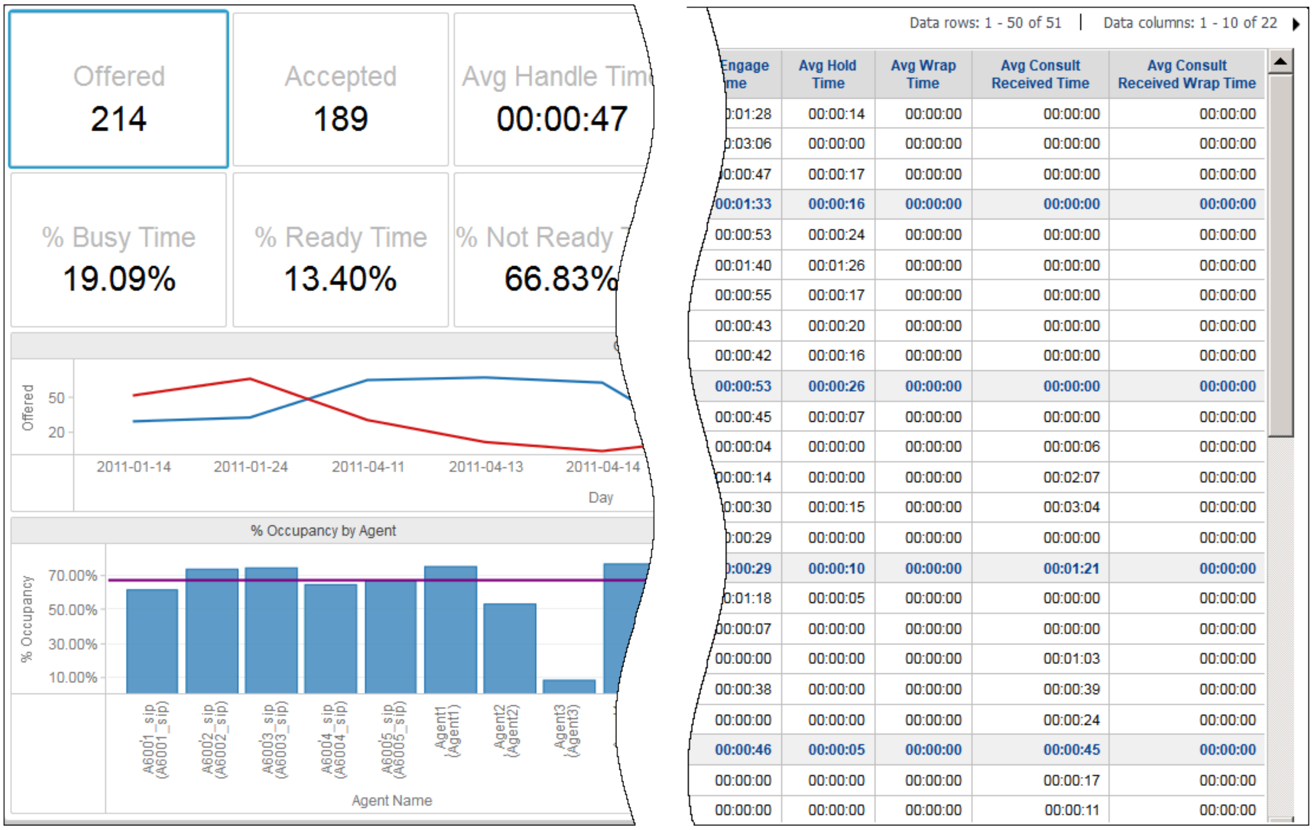
Related documentation:

-
-
-
-
-

RSS:

- For private edition

Reports and dashboards


% Occupancy by Agent
Offered
50
20
2011-01-14
2011-01-24
2011-04-11
2011-04-13
2011-04-14
Day
% Occupancy
70.00%
50.00%
30.00%
10.00%
A6001_sip (A6001_sip)
A6002_sip (A6002_sip)
A6003_sip (A6003_sip)
A6004_sip (A6004_sip)
A6005_sip (A6005_sip)
Agent1 (Agent1)
Agent2 (Agent2)
Agent3 (Agent3)
Agent Name

Offered	Accepted	Avg Handle Tim
214	189	00:00:47
% Busy Time	**% Ready Time**	**% Not Ready T**
19.09%	13.40%	66.83%

Data rows: 1 - 50 of 51 | Data columns: 1 - 10 of 22

Engage me	Avg Hold Time	Avg Wrap Time	Avg Consult Received Time	Avg Consult Received Wrap Time
:01:28	00:00:14	00:00:00	00:00:00	00:00:00
:03:06	00:00:00	00:00:00	00:00:00	00:00:00
0:00:47	00:00:17	00:00:00	00:00:00	00:00:00
00:01:33	00:00:16	00:00:00	00:00:00	00:00:00
00:00:53	00:00:24	00:00:00	00:00:00	00:00:00
00:01:40	00:01:26	00:00:00	00:00:00	00:00:00
00:00:55	00:00:17	00:00:00	00:00:00	00:00:00
00:00:43	00:00:20	00:00:00	00:00:00	00:00:00
00:00:42	00:00:16	00:00:00	00:00:00	00:00:00
00:00:53	00:00:26	00:00:00	00:00:00	00:00:00
00:00:45	00:00:07	00:00:00	00:00:00	00:00:00
00:00:04	00:00:00	00:00:00	00:00:06	00:00:00
00:00:14	00:00:00	00:00:00	00:02:07	00:00:00
0:00:30	00:00:15	00:00:00	00:03:04	00:00:00
:00:29	00:00:00	00:00:00	00:00:00	00:00:00
:00:29	00:00:10	00:00:00	00:01:21	00:00:00
0:01:18	00:00:05	00:00:00	00:00:00	00:00:00
00:00:07	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:01:03	00:00:00
00:00:38	00:00:00	00:00:00	00:00:39	00:00:00
00:00:00	00:00:00	00:00:00	00:00:24	00:00:00
00:00:46	00:00:05	00:00:00	00:00:45	00:00:00
00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
00:00:00	00:00:00	00:00:00	00:00:11	00:00:00

Reports and dashboards are found in the **Shared Reports** > **CX Insights** folder, and are organized into the following sub folders:

- Agents
- Billing Data
- Business Results
- Callback
- Chat
- Co-browse
- Dashboards
- Designer
- Details
- Email
- CX Insights for iWD
- Outbound Contact
- Predictive Routing
- Queues

- Task Routing

To view more detailed information about each report, including sample report output, click the report name.

> ### Important
> In earlier releases of Genesys Multicloud CX, historical reporting was available through the Genesys Interactive Insights (GI2) interface. This page lists historical reports available in Genesys Customer Experience Insights (GCXI or Genesys CX Insights), which replaces GI2 and provides similar reports.

> ### Important
> Some CX Insights reports can return empty data if they depend on a solution that is not deployed for you, or is not available in the cloud. For example, this applies to reports and dashboards in the **Chat** and **Predictive Routing** folders.

Video: Navigate and find reports in GCXI

Link to video This video describes how to navigate in Genesys CX Insights, and find relevant reports.

The Agents folder

The **Agents** folder contains reports that enable you to gather various contact center statistics that pertain to monitored agents (configured as Person objects in Configuration Server) who process voice, chat, SMS, email, social media, and third-party-media type interactions:

Agent Conduct Report

Contrast agent interaction handling performance against the agent group performance, based on various metrics, including Accepted/Rejected, Responses, and Handle Time, Hold Time, Wrap Time, and whether a Consult was initiated.

Agent Details Activity Report

Explore a chronological breakdown of agent activities, including times and duration of login sessions and status of agent devices / DNs, and relevant interaction states.

Agent Group Business Attribute Report

Contrast agent group interaction handling activities against the revenue generated, based on Business Result, Customer Segment, and Service Type for each media type and interaction type. This report is stored in the Details folder.

Agent Group Interaction Handling Report

Monitor the interaction processing performance of groups of agents over specific day ranges. The report displays information about Handle Time, Engage Time, Wrap Time, and various transfer initiation and acceptance metrics.

Agent Group Membership Details Report

Understand how agents are distributed among agent groups, and learn when each agent entered and exited each group.

Agent Group Queue Business Attribute Report

Understand agent-activity results categorized by a wide range of attributes, including Agent Group, Business Result, Customer Segment, Interaction Type, Media Type, Queue, and Service Type.

Agent Interaction Hierarchy Report

Understand the hierarchy of interactions that were offered to agents, including the nature of the accepted interactions and responses (whether interactions were threaded, logical, or base).

Agent Interval Based Report

Explore key performance indicators related to the agents, and thereby assess agent productivity.

Agent Login-Logout Details Report

Examine the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report is stored within the Details folder.

Agent Not Ready Report

Understand the reasons given for the time agents spent in a NotReady state.

Agent Not Ready Reason Code Report

Monitor the counts, durations, and percentages of calls that are made and received by an agent, while that agent’s state is NotReady, during a range of hours that you specify within a particular day.

Agent Omnichannel Activity Report

Understand how much of agent total active time was spent in each state, summarized for all media types. The report tracks a wide range of metrics, which break down both the amount and percentage of active time spent in each state, and the number of times the agent was in each state.

Agent Outbound Campaign Report

Understand the success of your outbound campaigns, by reviewing total and average durations of call handling activities (including Handle Time, Wrap Time, Preview Time, Engage Time, and Hold Time) for each agent.

Agent Queue Report

Understand agent interaction-processing on a queue-by-queue basis, based on Engage, Hold, and Wrap times and percentages.

Agent Social Engagement Report

View, for each agent and day, detailed information about average social media scores in each configured standard response, or category. The report includes averaged Sentiment, Influence, and Actionability scores.

Agent State Details Report

Mnitor agent noncall-related activities, especially under those circumstances in which the agent is paid by the minute. The report is stored in the Details folder.

Agent Summary Activity Report (Active)

Understand how much of agents' total active time was spent in each state, broken down by media type. The report breaks down agent time based on both the Active Time (the amount of active time) and the % Active Time (the percentage of active time) in each state.

Agent Summary Activity Report (Interaction)

Understand how much of agents' interaction time was spent in each state, broken down by media type.

Agent Utilization Report

Understand how agents perform on a daily basis by analyzing interaction volumes, call times, and consult data.

Agent Wrap Report

Monitor the after-call work (wrap) call-related activities that agents (or agent groups) perform after processing calls.

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The Billing Data folder

The **Billing Data** folder contains reports that provide statistics about your consumption of billable Genesys services.

IVR Usage Report

View information about Genesys Voice Platform (GVP) usage, as represented by daily and monthly totals of IVR Minutes and IVR Ports. This report is available in two versions: Daily and Monthly. If you have enabled the BDS metrics for GVP minutes or ports (gvp_minutes and gvp_ports), these reports provide summary information about Designer usage details tied to these metrics, over the indicated time period.

Inbound Voce User Report

View information about Named and Concurrent Users Count usage. This report provides detailed information about the Named and Concurrent Users Count usage during the selected period. You can drill on the Named User metric to see the discrete users associated with the count.

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The Business Results folder

The **Business Results** folder contains reports that provide statistics that pertain to business results, customer segment, and service type/subtype business attributes:

Business Metrics Executive Report

Monitor contact center performance, particularly if you are outside of the immediate contact center, and to gauge service level within the perspective of the total number of interactions that were offered to resources, by day.

Customer Perspective Executive Report

Understand such key indicators as how much time elapsed before customers were connected to agents or received responses, how satisfied customers were with their transactions, and how much money they spent.

Interaction Volume Business Attribute Report

Understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

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The Callback folder

The **Callback** folder contains reports that provide information about callback usage, including information about success rates, scheduling, and wait times:

Callback Details Report

Explore how Callback is used in your contact center, including information about the volume of callback calls, success rates, resulting savings, and customer wait times.

Callback Summary Report

Explore how Callback is used in your contact center, including detailed information about the volume of callback calls, success rates, resulting savings, and customer wait times.

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The Chat folder

The **Chat** folder contains reports that provide detailed information about chat activities in the contact center.

Async Interactions Report

Learn more about the number and percentage of Chat interactions that are initiated by customers outside of regular business hours.

Chat Engagement Report

Learn more about the number of chat engagements agents had, and the duration of each.

Chat Message Statistics Report

Learn more about how chat is used in the contact center.

Chat Session Report

Learn more about the volume of chat sessions handled in your contact center within a specific time period, including details about the number of messages within chat sessions, and about how often chat sessions were missed or transferred.

Chat Thread Report

Explore detailed information about chat sessions and threads. A session is defined as a single interaction or chat conversation (which can contain more than one engagement by any given agent), and a thread is a series of sessions related by a common thread ID.

Interaction Acceptance Dashboard

Understand how long it takes for agents to accept customer interactions, and to identify what percentage of interactions are accepted promptly, or with some delay.

Interaction Acceptance Report

Explore statistics about the acceptance of interactions by agents, including the amount of time it takes for agent to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay.

Pre-Agent Termination Report

Learn more about calls that terminated before connecting to an agent.

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The Co-browse folder

The **Co-browse** folder contains reports you can use to learn more about agent handling of contact center interactions involving Co-browse sessions. Reports in the Co-browse folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Co-browse Detail Report

View segment-related details pertaining to agent handling of contact center interactions that include Co-browse sessions. The report provides detailed information about Co-browse sessions, including durations, browsing modes, and pages visited.

Co-browse Summary Report

Learn how each agent handles interactions involving Co-browse sessions, by contrasting Co-browse session counts, session durations, and the percentage of interactions that include Co-browse.

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The Dashboards folder

The **Dashboards** folder contains out-of-box dashboards, each of which collects two or more quasi-related GCXI reports into visual summaries using charts, graphs, other diagrammatic devices.

Agent Performance Dashboard

Explore detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents.

Contact Center Dashboard

Explore detailed information about interaction volumes and KPIs for the whole contact center.

Supervisor Dashboard

Evaluate interaction handling and agent performance at a glance. It includes both key information about interaction volume and customer experience, and charts to illustrate each agent's activity during the reporting period.

Queue Dashboard

Compare the performance of queues by viewing detailed information about agent performance on a queue-by-queue basis.

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The Designer folder

The **Designer** folder contains reports that provide information about user experiences in self-service and assisted-service Interactive Voice Response (IVR) / Genesys Designer application sessions.

Activity Summary Report

Explore 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

Learn more about Designer application session durations, either for full sessions, or separately for self-service and assisted-service.

Application Summary Report

Learn more about the final outcome of IVR Designer application sessions.

Assisted Service Interactions by Last Milestone Report

Learn more about calls that move from Self-Service into Assisted Service. Interactions are included in this report based on the last milestone where the interaction was routed to assisted service.

Blocks Summary Report

Learn more about the traffic in each block, and to assess the rate and type of errors in each block.

Milestone Summary Report

Learn more about the frequency with which each milestone is hit, and the dispositions for calls that contained each milestone.

Self-Service Statistics Report

Learn about the number and percentage of interactions that enter the Designer Application and concluded in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent.

Survey Answer Report

Learn more about how customers answer post-call survey questions, including the number and percentage of times that each answer was selected, organized by application, agent group, question, or answer, over various time-periods.

Survey Statistics Report

Learn more about post-call surveys, such as how many surveys were offered, accepted, or not accepted, and how many No Input and No Match errors were generated.

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The Details folder

The **Details** folder contains reports that provide detailed information about low-level interactions and agent.

Agent Details Activity Report

Understand the activities of particular agents over time, including login, status, and interaction details.

Agent Login-Logout Details Report

View detailed information about the start times, end times, and durations of agent login sessions.

Agent State Details Report

Understand how agents use their noncall time, and understand the reasons given for various agent states.

Interaction Flow Report

Analyze and understand how interactions proceed from the customer’s perspective.

Interaction Handling Attempt Report

Analyze detailed information about how much time interactions spend in each stage of their progress through the contact center.

Transfer Detail Report

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 entire duration of the interaction.

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The Email folder

The **Email** folder contains reports you can use to learn more about email interaction volumes, statistics, and outcomes in your contact center. Reports in the Email folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Agent Summary Activity Email Report

Explore detailed information about how each agent's active time was used when handling email interactions.

Agent Utilization Email Report

Explore detailed information about how each agent's active time was used when handling email interactions.

Interaction Volume Business Attribute Email Report

Understand the Business Result for interactions, and contrast that result against the Service Level and against callers' initial objective. This report helps you to understand outcomes in light of various interaction handling metrics.

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The CX Insights for iWD folder

The **CX Insights for iWD** folder contains just two folders: Custom and CX Insights for iWD, the latter of which contains reports you can use to learn more about contact center interactions involving Genesys Info Mart and intelligent Workload Distribution (iWD).

Capture Point Business Value Report

Explore the distribution of tasks by process and point of entry (capture point) into the iWD system. You can use this information to assess whether the time to complete tasks correlates with the desired business value and time to complete for a busy enterprise, which can help you to better tune priority schema and priority levels for processes, capture points and departments.

Capture Point Dashboard

Gain insight into the business value driven through capture points, and the volume of work processed through each capture point.

Capture Point Task Duration Report

Identify and plan remediation for bottlenecks in the system. The technical business user can then tune routing strategies and associated business rules in order to reduce bottlenecks and routing milestones. This is particularly useful if you base distribution strategies or business operations around the point (the capture point) through which tasks enter the iWD system.

Customer Segment Service Level Dashboard

Learn more about the number of new tasks, number of completed tasks and percentage of all tasks that were completed during the reporting interval, by day, by customer segment, and by business process. This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on different customer segments.

Customer Segment Service Level Report

Use this report to learn more about the number of new tasks, number of completed tasks and percentage of all tasks that were completed during the reporting interval, by day, by customer segment, and by business process.

ETL Audit Dashboard

Efficiently audit/analyze iWD ETL processes. The dashboard provides an overview of job execution statistics, including duration, status, and other information drawn from the ETL_AUDIT table.

Intraday Process Dashboard

View an intraday overview of the completed iWD tasks that were overdue, along with the counts, percentages, and averages of completed iWD tasks, breaking down the average amount of time it took to complete tasks using three key metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,
- Avg Accept Time — measuring the average amount of time that tasks were backlogged before they reached a handling resource, and
- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The dashboard also provides an overview of the task backlog for a day or reporting interval, providing summary information about how many tasks are pending, how many tasks are overdue, and how many of the completed tasks were overdue. Data is organized by day, tenant, department, and business process.

Intraday Process Report

View information about the performance of historical and pending work items, to learn more about sources of backlog, about throughput, and to understand how often tasks become overdue before they are finished.

Resource Performance Dashboard

Quickly identify which days, departments, and processes are occupying resource time.

Resource Performance Report

Understand how resources handle tasks over specific time periods. Gaining insights and the variability of performance for each process, department, and days the resource worked.

Task Age Dashboard

Understand how resources handle tasks over specific time periods. Gaining insights and the variability of performance for each process, department, and days the resource worked.

Task Age Report

Better understand how well each department and process is meeting Service Level Agreements. The dashboard provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

Task Detail Report

Understand the raw details of individual work items when viewed from the customer perspective. Many filters are provided to facilitate troubleshooting, identification, and validation of the results.

Task Work Detail Report

Learn more about tasks that involved more than one employee, the names of the queues that distributed the tasks to the employees, and more.

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The Outbound Contact folder

The **Outbound Contact** folder contains reports that provide information about the progress of outbound campaigns, including summaries of campaign activity, campaign callbacks, and contact list performance.

Campaign Callbacks Summary Report

Examine the frequency with which Callback was used in your Outbound campaigns, and the overall Callback success rates.

Campaign Summary Report

Examine the disposition of Outbound campaign contact dialing attempts; whether calls connected, were dropped, or failed (together with the reason for failure).

Contact List Effectiveness Report

Determine which calling lists are working efficiently, and which need to be adjusted. The report contrasts, for each list, the number of outbound call attempts to the number of times the call failed to connect (a SIT tone was detected).

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The Predictive Routing folder

The **Predictive Routing** folder contains reports and dashboards that enable you to learn more about how Genesys Predictive Routing (GPR) is used in your contact center, including information about how it impacts customer experience, wait times, issue resolution rates, and other key metrics.

Predictive Routing AHT & Queue Dashboard

The Predictive Routing - AHT & Queue Dashboard provides a dashboard-style summary that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR).

Predictive Routing Model Efficiency Dashboard

The Predictive Routing — Model Efficiency Dashboard provides a bubble-graph summary that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR), and compare the effectiveness of various GPR prediction models.

Predictive Routing A/B Testing Report

Track A/B testing results for predictive models and predictors. This report includes a First Contact Resolution Rate calculation, which allows you to quickly see how often customer concerns were resolved on the first attempt, and allows you to contrast interactions that were processed when Predictive Routing was switched ON compared to when it was OFF. The report also profiles response time, engage time, wrap time, and other relevant Key Performance Indicators (KPI).

Predictive Routing Agent Occupancy Dashboard

Evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR).

Predictive Routing Detail Report

Explore detailed interaction-level data about how Genesys Predictive Routing (GPR) is used in your contact center, and to understand how it impacts Key Performance Indicators (KPI), including detailed metrics that profile agent scoring, and allow you to compare different models or predictors.

Predictive Routing Operational Report

Track key Genesys Predictive Routing (GPR) operational statistics, including the number of interactions Offered and Accepted, and measures that indicate how long interactions waited to be scored, and how long they waited in queue.

Predictive Routing Queue Statistics Report

Track KPIs for each Queue when Genesys Predictive Routing (GPR) is used to optimize routing. The report allows you to monitor overall interaction-processing performance of queues, including contrasting, for each Model and Predictor, the number of Offered and Accepted interactions, Accept, Handle, and Engage Time, as well as abandoned and service level measures.

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The Queues folder

The **Queues** folder contains reports that enable you to gather data that pertains to interaction flows through monitored ACD queue, virtual-queue, interaction queue, workbin, and queue-group objects:

Abandon Delay Report

Evaluate the number and percentage of interactions that were abandoned (or disconnected) while queued at a specific queue, and the percentage abandoned by service time interval.

Interaction Traffic Group Report

Better understand the efficiency of interaction handling in each queue group, at a high level, including summaries of interactions offered, accepted, and abandoned, and the average times to accept or abandon.

Interaction Traffic Report

Evaluate the efficiency of queues by assessing the volume of interactions accepted in a given period, along with the average speed of answer (Avg Accept Time), maximum delays experienced before acceptance (Max Accept Time), and abandonment (Max Abandoned Waiting Time) from the perspective of the mediation DN.

Queue Outline Report

Explore the interrelation of various queue-related metrics relevant to customer and consult interactions, and to understand how the metrics contribute to the sum total of all interactions that entered a queue resource.

Queue Summary Report

Assess the performance of configured queues, to understand what percentage of interactions in each queue were accepted within the defined service level, and to compare the performance of each queue in handling interactions.

Speed Of Accept (Hours) Report

Use this report to understand how long interactions (such as email or other media types with slower response times) waited in queue before being accepted.

Speed Of Accept (seconds) Report

Understand how brief interactions (such as voice and chat — media types with faster response times) waited in queue before being accepted.

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Task Routing dashboards

The **Task Routing** folder contains dashboards you can use to learn more about the performance of Genesys Task Routing in your Genesys Multicloud CX contact center. The dashboards in the Task Routing folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Agent Task Dashboard

Explore detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR).

Task Volume Dashboard

Explore detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR), including volumes and percentages of interactions that were offered, accepted, rejected, or transferred.

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More information

This document provides information about reports, and the metrics and attributes used in them. 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*.