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Work with Genesys CX Insights Reports

[Predictive Routing Reports and Dashboards](#)

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- Administrator
- Supervisor

Learn more about how Genesys Predictive Routing (GPR) is used in your contact center, including how GPR impacts customer experience, wait times, issue resolution rates, and other key metrics.

Related documentation:

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RSS:

- [For private edition](#)

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

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**, **Chat bot**, and **Predictive Routing** folders.

About Predictive Routing reports and dashboards

Datasets
Owner: Administrator
Modified: 7/11/18 7:50:45 AM
Objects in this folder are used to build special reports, that in turn make up the dashboards.

PR Performance Dashboard
Owner: Administrator
Modified: 7/11/18 7:50:52 AM
The PR Performance 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
Owner: Administrator
Modified: 7/11/18 7:50:53 AM
Use this dashboard to evaluate the impact of enabling Genesys Predictive Routing (GPR) by comparing the impact of various GPR prediction models on agent scores, average wait time in queue, and error frequency.

Predictive Routing AB Testing Report
Owner: Administrator
Modified: 7/11/18 7:50:43 AM
Use the Predictive Routing A/B Testing Report to track A/B testing results for predictive models and predictors.

Predictive Routing Agent Occupancy
Owner: Administrator
Modified: 7/11/18 7:50:53 AM
Use this dashboard to evaluate the impact of enabling Genesys Predictive Routing (GPR), and view detailed information to better understand how GPR impacts each tenant, media type, and agent.

Predictive Routing Detail Report
Owner: Administrator
Modified: 7/11/18 7:50:43 AM
Use the Predictive Routing Detail Report to view 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.

Predictive Routing Operational Report
Owner: Administrator
Modified: 7/11/18 7:50:44 AM
Use the Predictive Routing Operational Report to track key Genesys Predictive Routing (GPR) operational statistics, including the number of interactions offered and accepted, and metrics that indicate how long interactions waited to be scored, and so on.

Predictive Routing Queue Statistics Report
Owner: Administrator
Modified: 7/11/18 7:50:44 AM

The following reports and dashboards are available in the **CX Insights > Predictive Routing** folder:

- Predictive Routing - AHT & Queue Dashboard
- Predictive Routing - Model Efficiency Dashboard
- Predictive Routing A/B Testing Report
- Predictive Routing Agent Occupancy Dashboard
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Predictive Routing Queue Statistics 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*.