Work with Genesys CX Insights Reports

Predictive Routing Reports and Dashboards

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Contents

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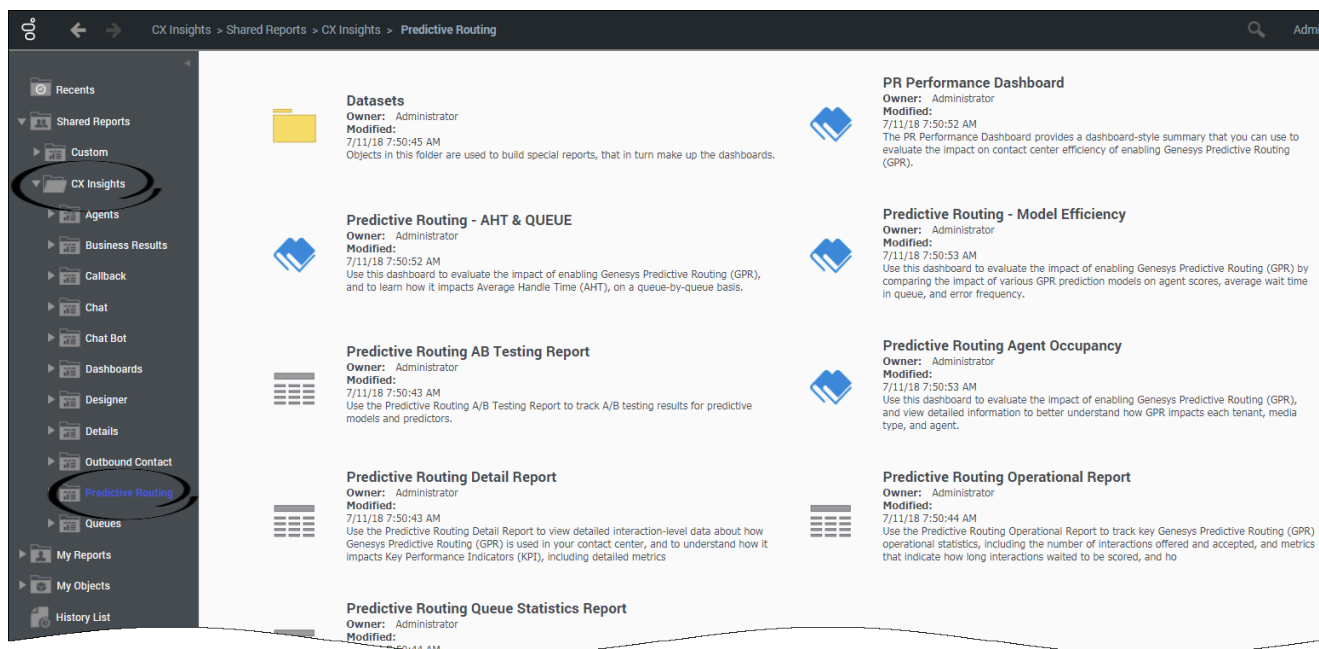
The following reports and dashboards are available in the **CX Insights** > **Predictive Routing** folder:

- 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*.