



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.

Historical Reporting with Genesys CX Insights

Predictive Routing Reports and Dashboards

1/26/2022

Contents

- [1 About Predictive Routing reports and dashboards](#)



- 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:

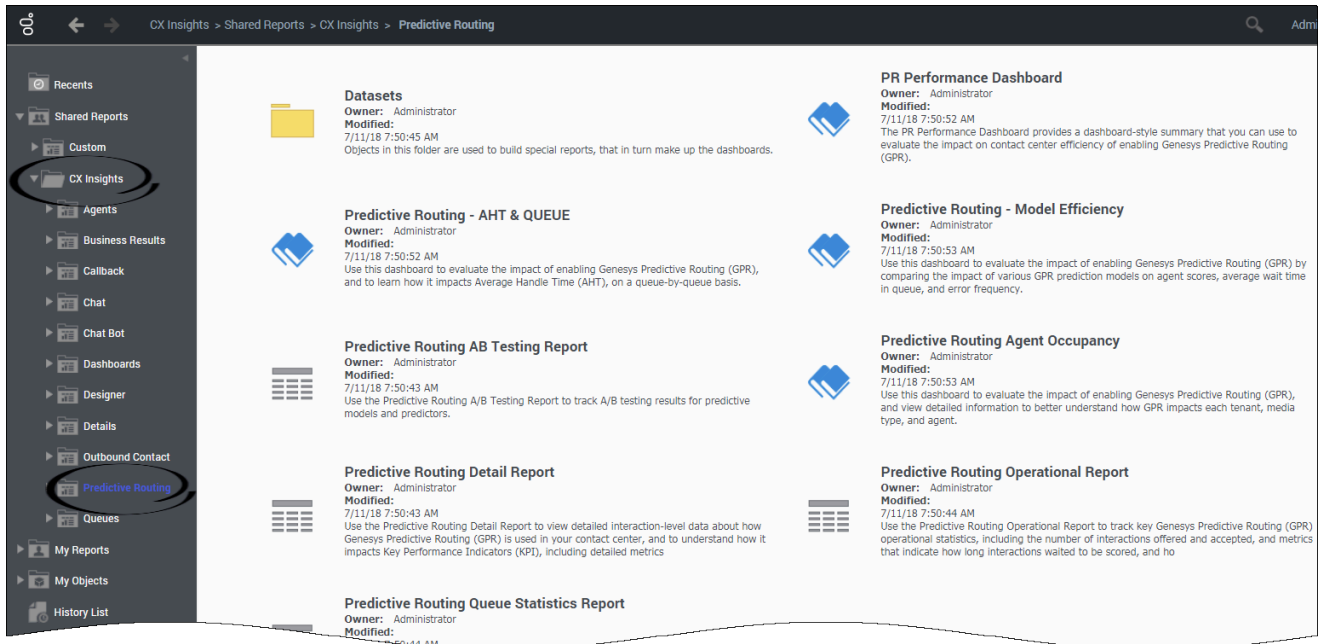
-
-

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