

GENESYS

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Work with Genesys CX Insights Reports

Queues reports

9/6/2025

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- Administrator
- Supervisor

Analyze activity in your contact center on a queue-by-queue basis.

Related documentation:

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RSS:

• For private edition

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

About Queues reports

CX Insights 9.0.009.00_1 > Shared Reports > CX Insights > Queues					
 Agents im Business Results im Callback im Callback im Chat 		Abandon Delay Report Owner: Administrator Modified: 12/14/18 4:31:37 PM Use this report to learn more about service quality by examining the number and percentage of interactions that were abandoned (or disconnected) while queued at a specific queue, and the percentage of abandoned interactions by service time interval.		Interaction Traffic Group Report Owner: Administrator Modified: 12/14/18.4131:37 PM Use this report to 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.	
 Chat Bot Co-browse Co-browse<		Interaction Traffic Report Owner: Administrator Modified: 12/14/18 4:31:37 PM Use his report to evaluate the efficiency of queues by assessing the volume of interactions accepted in a given period, along with the average speed of answer, maximum delays experienced, and abandonment.		Queue Outline Report Owner: Administrator Modified: 12/14/18 4:31:37 PM Use this report to see the interrelation of various queue- related measures relevant to customer and consult interactions, and to understand how the measures contribute to the sum total of all interactions that entered a queue resource.	
		Queue Summary Report Owner: Administrator Modified: 12/14/18 4:31:38 PM Use this report to 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 Owner: Administrator Modified: 12/14/18 4:31:38 PM This report provides summarized performance information about the delays associated with specific long-lasting interactions. This report is most useful for media types for which contact center responses are expected to be slow, such as email.	
 My Reports My Objects History List History Lost 		Speed of Accept (seconds) Report Owner: Administrator Modified: 12/14/18 4:31:38 PM This report provides summarized performance information about the delays associated with specific long-lasting interactions. This report is most useful for media types for which contact center responses are expected to be slow, such as email.			

The following reports are available in the **CX Insights** > **Queues** folder:

- Abandon Delay Report
- Interaction Traffic Group Report
- Interaction Traffic Report
- Queue Outline Report
- Queue Summary Report
- Speed of Accept (hours) Report
- Speed of Accept (seconds) Report
- Weekly Queue Summary 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*.