Work with Genesys CX Insights Reports

Queues reports

9/6/2025

Contents

-

-

  - Administrator
  - Supervisor

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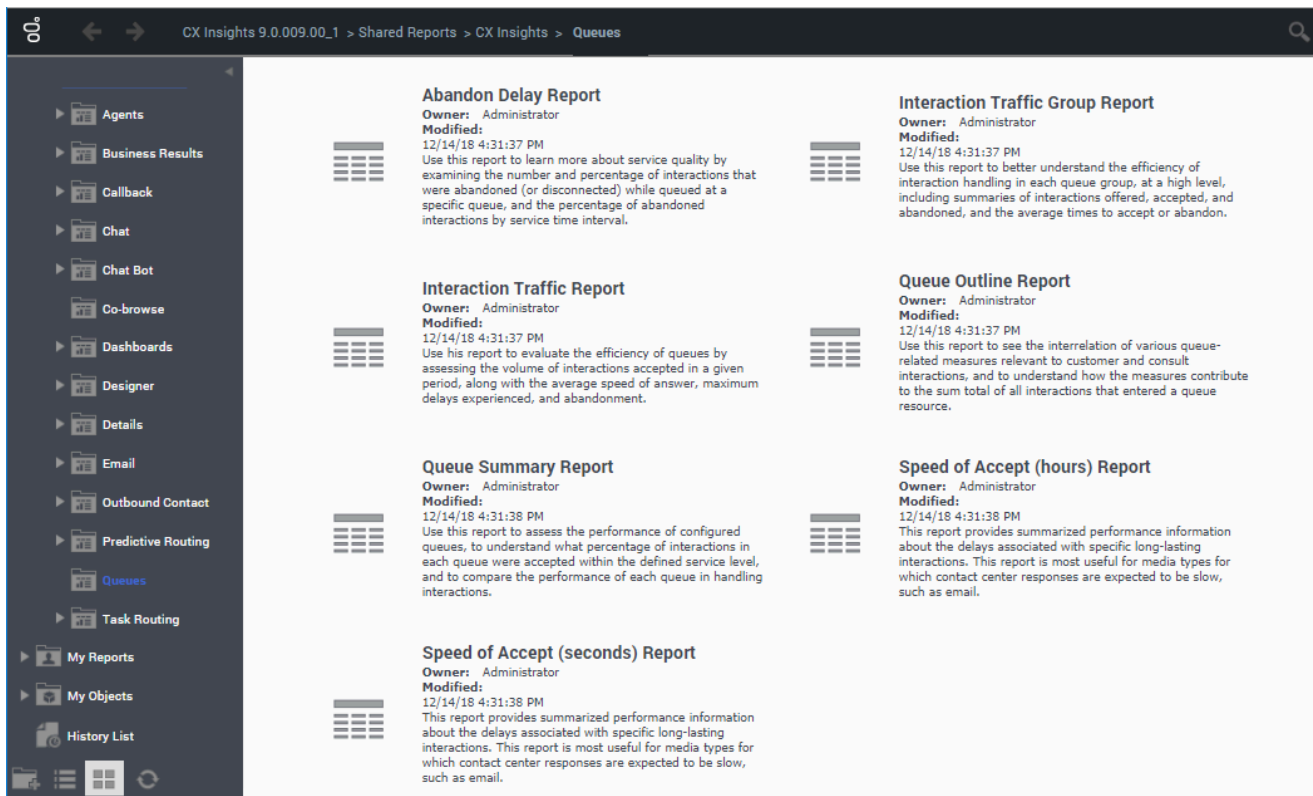
Related documentation:
  -
  -
  -
  -
  -

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

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*.