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Work with Genesys CX Insights Reports

Task Routing dashboards

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- Administrator
- Supervisor

Learn more about the performance of Genesys Task Routing in your Genesys Multicloud CX contact center.

Related documentation:

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RSS:

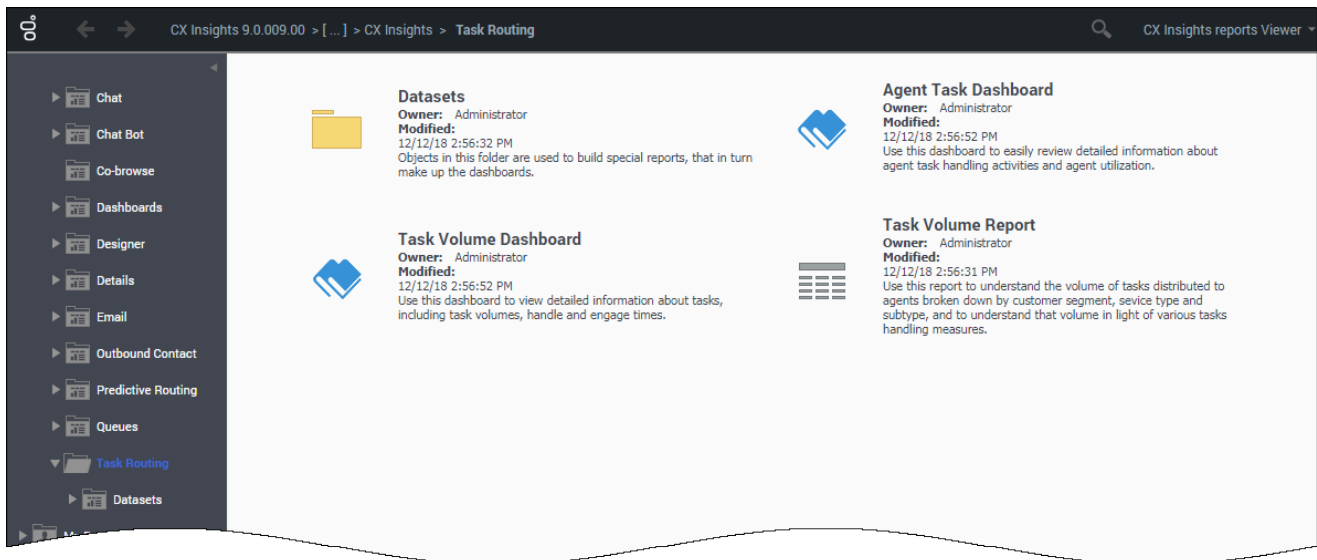
- [For private edition](#)

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

Important

Reports in this folder are available on request, and depend on data provided by other Genesys components that may not be ready for you to use. Check with your administrator to see if your environment is configured to run these reports.

About Task Routing dashboards



The following dashboards are available in the **CX Insights > Task Routing** folder:

- Agent Task Dashboard
- Task Volume 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*.