Work with Genesys CX Insights Reports

Outbound Email Report

2/7/2026

Contents
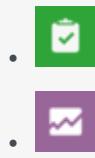
- Administrator
- Supervisor

Perform detailed analysis of outbound email usage patterns.

Related documentation:

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-
-
-
-

RSS:

- For private edition

<table>
<tr><th colspan="21">Outbound Email Report</th></tr>
<tr><th>Department</th><th>Process</th><th>Category Level 3</th><th>Category Level 4</th><th>Category Level 5</th><th>Day</th><th>New</th><th>Pending</th><th>Sent Total</th><th>Sent ACK</th><th>Sent without ACK</th><th>Sent QA Review</th><th>% Sent QA Review</th><th>Unsolic ited</th><th>Unsolic ited QA Review</th><th>Unsolic ited without QA Review</th><th>Agent Reply</th><th>Agent Reply QA Review</th><th>Agent Reply without QA Review</th><th>Automat ed Reply</th><th>Other</th></tr>
<tr><td rowspan="2"></td><td rowspan="2"></td><td>Aqua</td><td>Unclassified</td><td>Unclassified</td><td>2021-05-01</td><td>1</td><td>0</td><td>1</td><td>0</td><td>1</td><td>1</td><td>100.00%</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>Beige</td><td>Light Steel Blue</td><td>Gold</td><td>2021-05-02</td><td>1</td><td>0</td><td>1</td><td>0</td><td>1</td><td>0</td><td>0.00%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td></tr>
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<tr><td>2021-05-03</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0.00%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>2021-05-04</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0.00%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Gold</td><td rowspan="2">Peru</td><td rowspan="2">Gold</td><td>2021-05-03</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0.00%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
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<tr><td>Green</td><td>Beige</td><td>Unclassified</td><td>2021-05-02</td><td>1</td><td>0</td><td>1</td><td>0</td><td>1</td><td>1</td><td>100.00%</td><td>0</td><td>0</td><td>0</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td></tr>
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</table>

Use the (**CX Insights for iWD** > **Email** folder) > **Outbound Email Report** to explore detailed information about outbound email interactions. This report enables you to explore a variety of metrics, including the volume of email messages that are acknowledged, sent, sent as replies, or

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sent without solicitation, and to compare how many are/are not reviewed by QA.

Note that Genesys Multicloud CX offers two email solutions: **Email classic** and Genesys **Engage cloud Email**. This report is applicable for users of Genesys **Engage cloud Email**. To learn more about the difference between the two, see How email works. If you are not sure which you have, talk to your administrator.

To get a better idea of what this report looks like, view sample output from the report:

Sample Outbound Email Report.pdf

> ## Important
> If you plan to customize this report, be sure to first read the important information in Customizing attributes. Failure to do so can cause incorrect totals to appear in the report.

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Outbound Email Report

Prompt	Description
Pre-set Date Filter	Choose a Date Range from the list of preset options. This prompt overrides the Start Date and End Date values.
Start Date	Choose the first day and time from which to gather report data.
End Date	Choose the last day and time from which to gather report data.
Department	Optionally, select one or more departments from which to gather data for the report.
Process	Optionally, select one or more processes from which to gather data for the report.
Category Level 3	Optionally, select one or more Category Level 3 from which to gather data for the report.
Category Level 4	Optionally, select one or more Category Level 4 from which to gather data for the report.
Category Level 5	Optionally, select one or more Category Level 5 from which to gather data for the report.

Attributes used in the Outbound Email Report

Attribute	Description
Department	Enables data to be organized by the department in which the interaction was handled.
Process	Enables data to be organized by the type of process or application.
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Category Level 3	Enables data to be organized by the 3rd category level.
Category Level 4	Enables data to be organized by the 4th category level.
Category Level 5	Enables data to be organized by the 5th category level.

Metrics used in the Outbound Email Report

Metric	Description
New	The number of new tasks submitted from email during the reporting interval.
Pending	The number of email messages that were in the process of being sent at the end of the reporting interval.
Sent	The number of outbound email messages that agents sent to customers.
Sent ACK	The number of acknowledgements sent to customers.
Sent without ACK	The number of outbound email messages without Acknowledgements that were sent to customers.
Sent QA Review	The total number of outbound email messages that were reviewed by QA before being sent to customers.
% Sent QA Review	The percentage of outbound email messages that were reviewed by QA before being sent to customers.
Unsolicited	The total number of unsolicited email messages that were sent to customers.
Unsolicited QA Review	The total number of unsolicited email messages

Metric	Description
	that were reviewed by QA before being sent to customers.
Unsolicited without QA Review	The total number of unsolicited email messages that agents sent to customers without QA review.
Agent Reply	The number of email messages that agents sent as replies to customers.
Agent Reply QA Review	The number of email messages that were reviewed by QA before agents sent them as replies to customers.
Agent Reply without QA Review	The number of email messages that agents sent as replies to customers, without QA review.
Automated Reply	The number of automated replies sent to customers.
Other	The number of outbound email messages, not including those counted as Unsolicited, Agent Reply, Automated Reply, and Acknowledgements.

To view more detailed information about the metrics and attributes in this report, and other metrics and attributes that can be used to customize reports, see the [1]*Genesys CX Insights Multicloud Projects Reference Guide*.

Customizing attributes

Ensure that the attributes in the grid match those in the "REPORT OBJECTS" list

If you customize this report, you must ensure that the attributes listed in "REPORT OBJECTS" matches the attributes used in the report grid, as shown in the figure **Ensure that the attributes in the grid match those in the "REPORT OBJECTS" list**.

This means that:

- To remove an attribute from the report, you must do so by clicking **Remove from Report**, (*not* **Remove from Grid**).

- To add a new attribute, you must add it both to the **REPORT OBJECTS** list, and to the report grid.

If you do not follow these steps, the totals for the Pending\Pending Overdue metrics may be displayed incorrectly.