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## CX Contact Help

CX Contact Analytics

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# CX Contact Analytics

## Important

The content of this document has been moved and is no longer being updated in this location.

For the latest content and most recent updates, see the [CX Contact Help](#) on the Genesys Multicloud site.

CX Contact (CXC) Analytics is a powerful tool that enables you to obtain an extensive and detailed understanding about CX Contact processes. With a series of different dashboards, CX Contact Analytics offers a variety of visualizations and in-depth reporting panels that highlight specific aspects of Jobs, Calls, SMS/Emails, Campaigns and so on.




## Key Features

- **Almost Real-Time Reporting** - As soon as an event occurs, CXC Analytics can start to use the resulting data to build reports.
- **Custom Time Period** - Data extraction that enables you to view how processes are performing over time.
- **Advanced Filtering Options** - Enables you to pinpoint specific data.

## Design your Dashboard

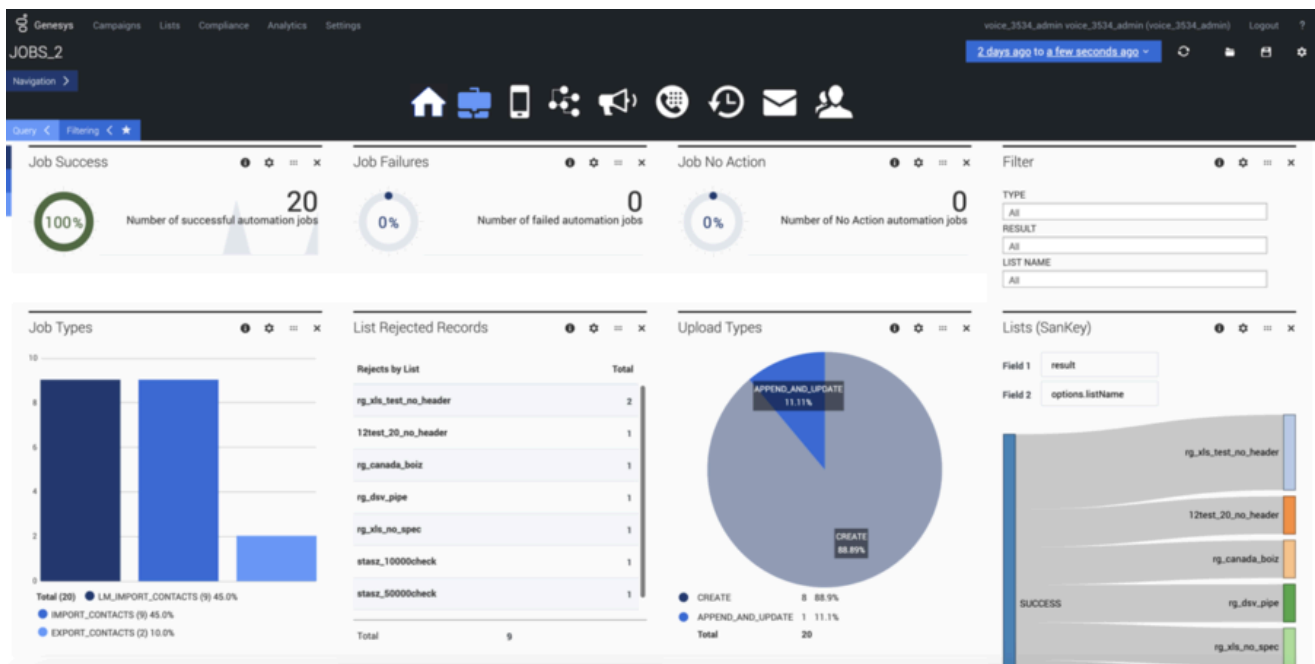
- [Configure a Dashboard](#) - Provides details about how to design the dashboard to generate the data you want.
- [Configure a Dashboard Row](#) - Provides details about how to organize and set up the dashboard row.
- [Create an Analytics Dashboard Panel](#) - Provides details about how to add and configure a dashboard panel.

Use the following options in the Analytics tab to create custom dashboard views.

Dashboard Icon	Name	Description
	<a href="#">Outbound Schedules Dashboard</a>	Contains data about a Schedule's status and its results.
	<a href="#">Job Record</a>	Contains data about a Job's status and its results.
	<a href="#">Device Import Detail Records</a>	Contains data about Device Import Detail Record results.

	<b>Preloading Record</b>	Contains data about numbers that were removed from one or more Call Lists.
	<b>Campaign Group Event Record</b>	Contains data about the status of a Campaign group.
	<b>Call Result Record</b>	Contains data about call attempts.
	<b>Contact History Record</b>	Contains statistical and contact data about call attempts.
	<b>SMS/EMAIL Record</b>	Contains data about SMS/EMAIL events.
	<b>User Actions</b>	Contains data about user events (that is, who did what and exactly when).

Click the **Analytics** menu to open the Analytics page. The following image depicts a typical Analytics page.



## Related Topics

- [Configure a Dashboard](#)
- [Configure a Dashboard Row](#)
- [Create an Analytics Dashboard Panel](#)