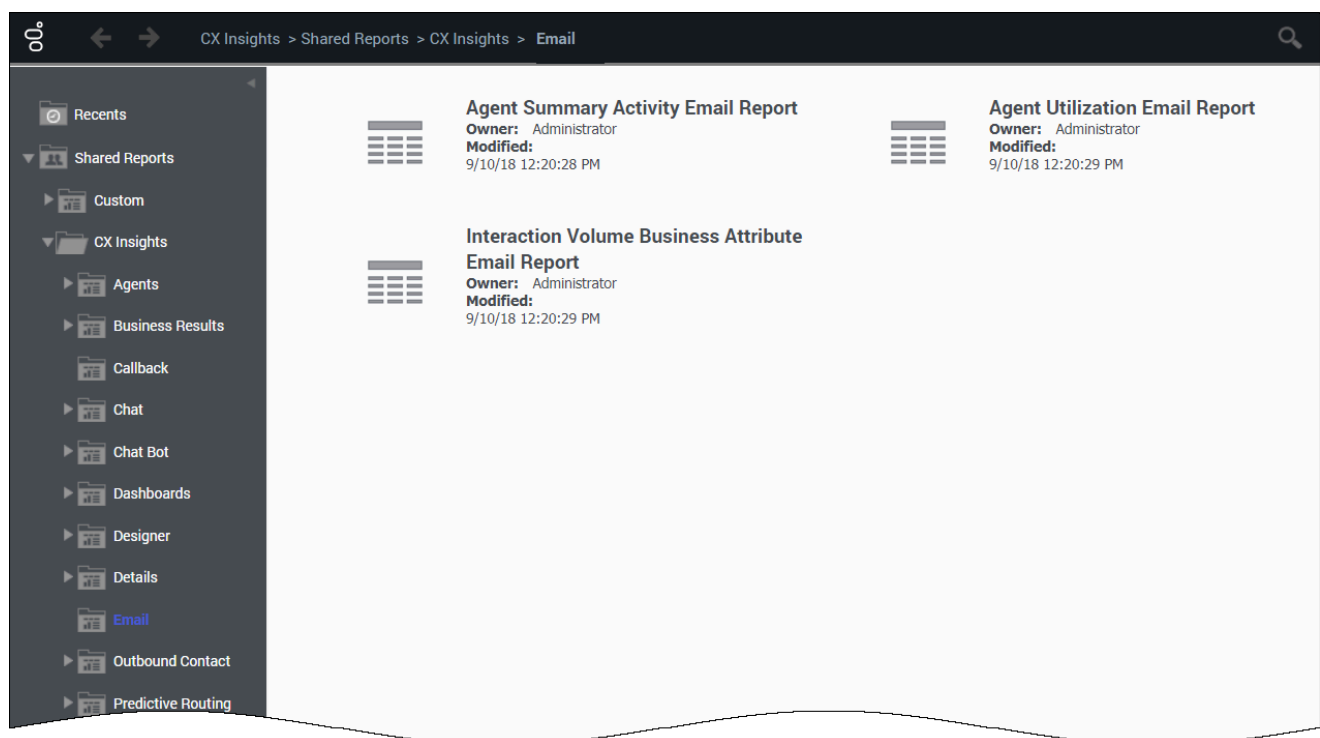# Genesys Customer Experience Insights User's Guide

Email reports

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Email reports

This page describes reports you can use to learn more about email interaction volumes, statistics, and outcomes in your contact center. Reports in the **Email** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Email reports

The following reports / dashboards are available in the **CX Insights** > **Email** folder:

- Agent Summary Activity Email Report
- Agent Utilization Email Report
- Interaction Volume Business Attribute Email Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to understand and use reports.

- Learn how to create or customize reports.