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Genesys Customer Experience Insights User's Guide

Designer reports

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Designer reports

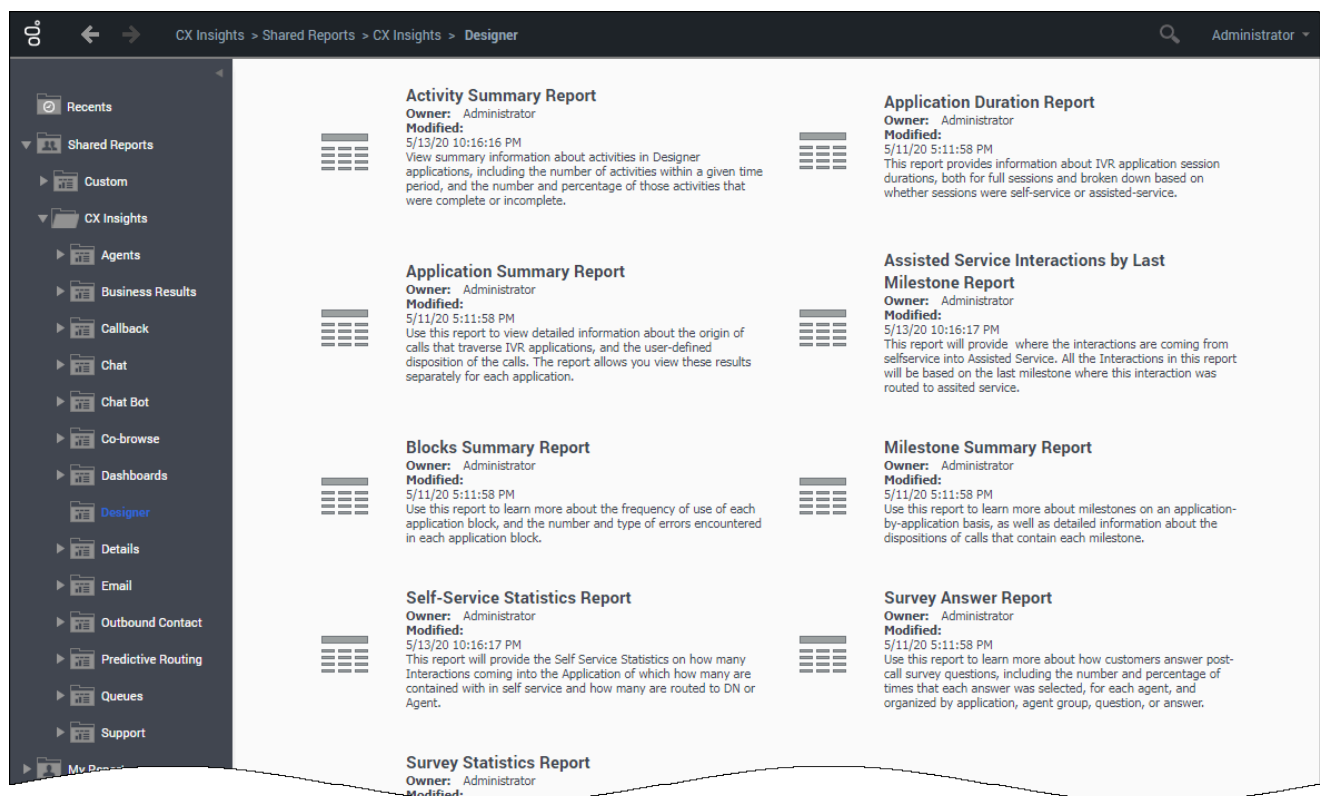
This page describes reports and dashboards you can use to view information about Interactive-Voice-Response (IVR) usage in your contact center. IVR Reports are created using Genesys Designer. Reports in the **Designer** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Reports in this folder require that specific RAA options be enabled: enable-sdr, and in some cases enable-sdr-survey. For more information, see the [Genesys CX Insights Deployment Guide](#).

Important

Reports in the Designer folder are supported for Genesys Engage cloud deployments only.

About Designer reports



The following reports are available in the **CX Insights > Designer** folder:

- [Activity Summary Report](#)
- [Application Duration Report](#)
- [Application Summary Report](#)
- [Assisted Service Interactions by Last Milestone Report](#)
- [Blocks Summary Report](#)
- [Bot Analytical Dashboard](#)
- [Final Disposition Dashboard](#)
- [Milestone Summary Report](#)
- [Self-Service Statistics Report](#)
- [Survey Answer Report](#)
- [Survey Statistics Report](#)
- [Weekly Self Service Containment Dashboard](#)

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](#).