Genesys Customer Experience Insights User's Guide
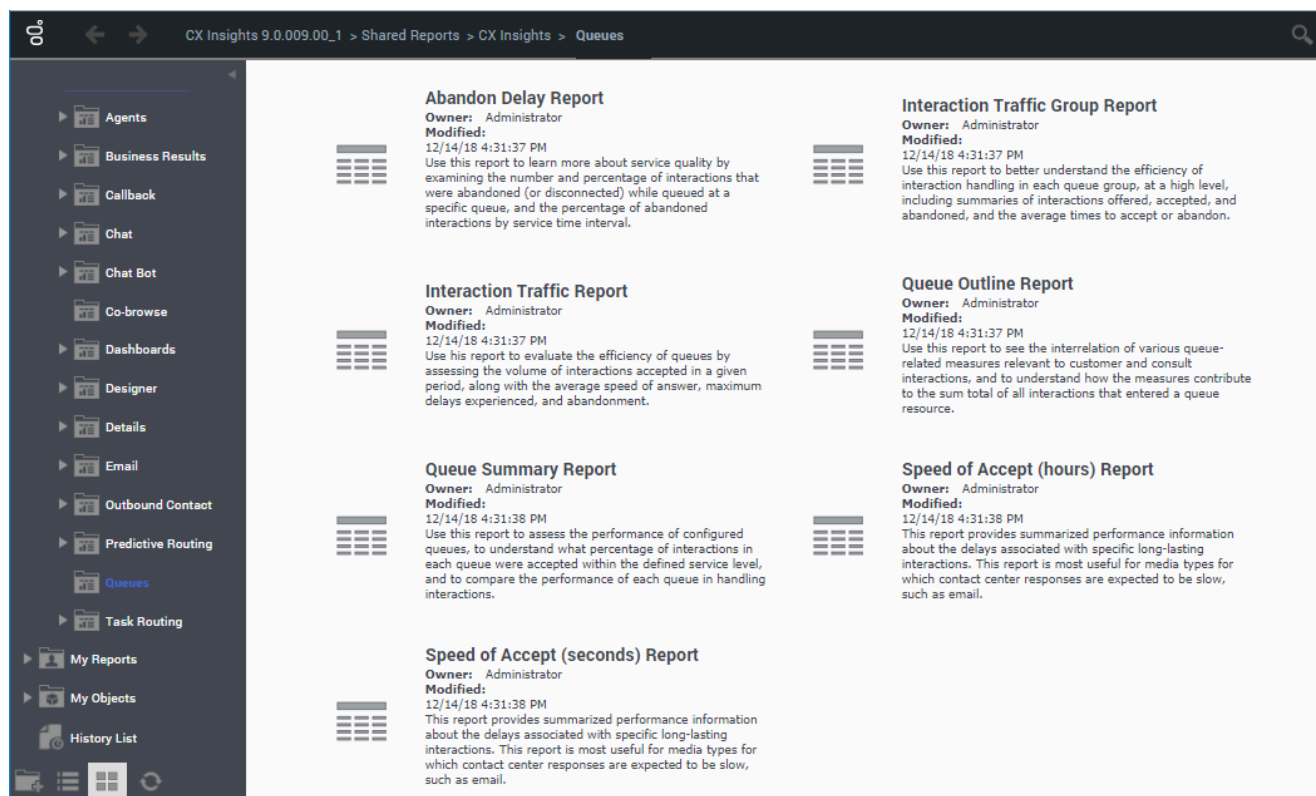
Queues reports

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Queues reports

This page describes reports that contain detailed information about activity in your contact center organized on a queue-by-queue basis. Reports in the **Queues** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> **Tip**
> Interactions pertaining to an queue are attributed to each group of which the agent is a member. So, in scenarios where an queue is a member of more than one queue group, interactions are counted against each group, and can therefore appear more than once in historical reports. Similarly, interactions that are attributed to agents that are members of more than one agent group are reported against both agent groups.

About Queues reports

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

- Abandon Delay Report
- Interaction Traffic Group Report
- Interaction Traffic Report
- Queue Outline Report
- Queue Summary Report
- Speed of Accept (hours) Report
- Speed of Accept (seconds) Report
- Weekly Queue Summary 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.