Genesys Customer Experience Insights User's Guide
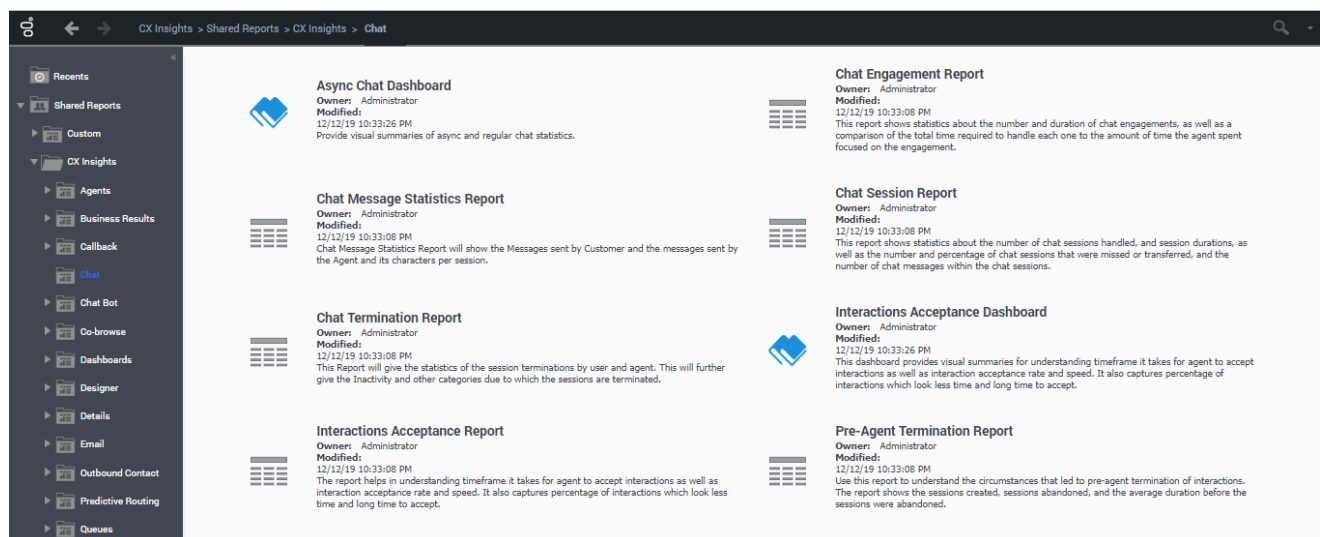
Chat reports

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Chat reports

This page describes reports you can use to learn more about chat volumes, statistics, and outcomes in your contact center. For information about provisioning Chat reporting, see Chat Server Administration and User Data Sources and KVPs in the *Genesys Info Mart Deployment Guide*.

Reports in this folder require that specific RAA options be enabled: enable-chat, and in some cases enable-chat-thread. For more information, see the *Genesys CX Insights Deployment Guide*.

About Chat reports

The following reports and dashboards are available in the **CX Insights** > **Chat** folder:

- Asynchronous Chat Dashboard
- Chat Engagement Report
- Chat Message Statistics Report
- Chat Session Report
- Chat Termination Report
- Interaction Acceptance Dashboard
- Interaction Acceptance Report
- Pre-Agent Termination 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.