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Genesys Customer Experience Insights User's Guide

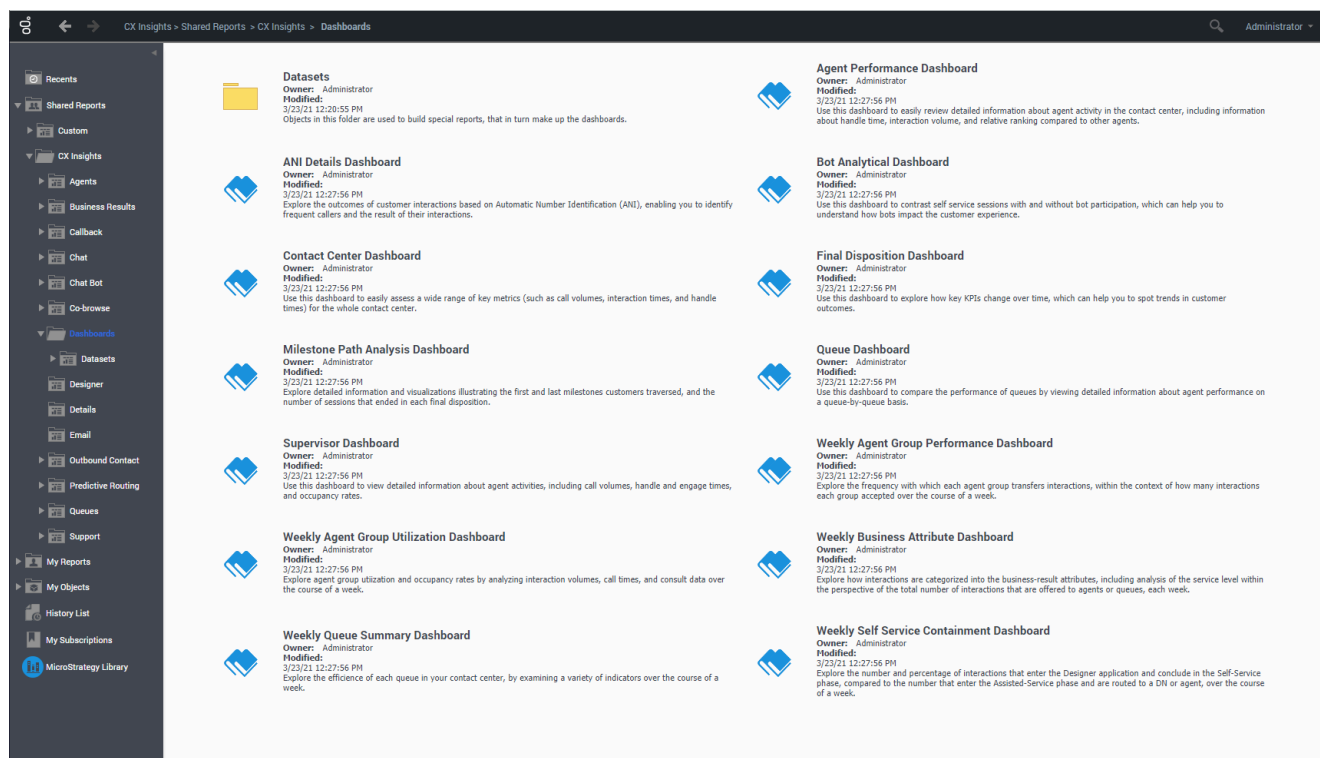
Dashboards

5/8/2025

Dashboards

This page describes dashboards, which provide visual summaries of activity in your contact center, and are organized to suit your role in the organization. Dashboards (stored in the **Dashboards** folder) are ready-to-use, but as always, can be modified to suit your specific business needs.

About the Dashboards



The following dashboards are available in the **CX Insights > Dashboards** folder:

- ANI Details Dashboard
- Agent Performance Dashboard
- Bot Analytical Dashboard
- Contact Center Dashboard
- Final Disposition Dashboard
- Milestone Path Analysis Dashboard
- Queue Dashboard

- [Supervisor Dashboard](#)
- [Transfer Dashboard](#)
- [Weekly Agent Group Performance Dashboard](#)
- [Weekly Agent Group Utilization Dashboard](#)
- [Weekly Business Attribute Dashboard](#)
- [Weekly Self Service Containment Dashboard](#)
- [Weekly Queue Summary Dashboard](#)

Additional dashboards are found in other folders, for example:

- [Asynchronous Chat Dashboard](#)
- [Bot Dashboard](#)
- [Predictive Routing - AHT & Queue Dashboard](#)
- [Predictive Routing Agent Occupancy Dashboard](#)
- [Predictive Routing - Model Efficiency Dashboard](#)

[Link to video](#)

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](#).