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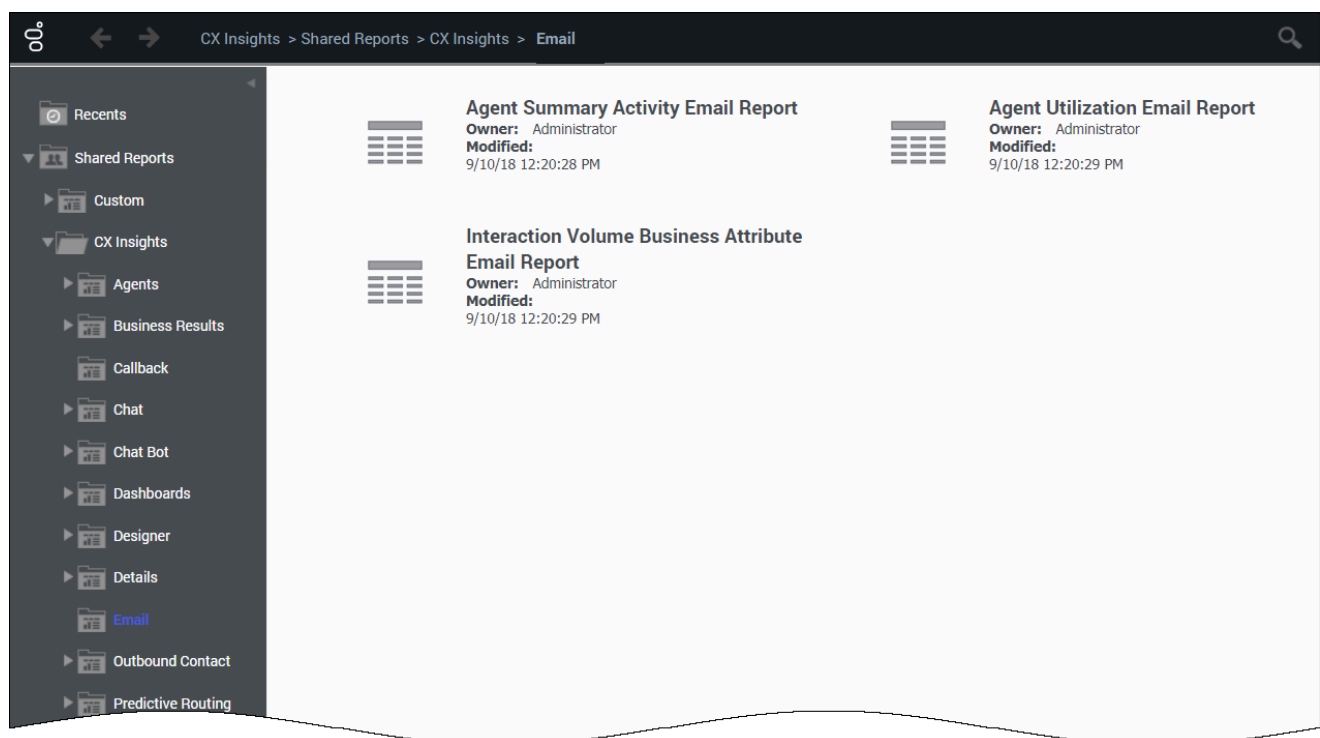
Genesys Customer Experience Insights User's Guide

Email reports

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](#).