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Genesys Interaction Recording Solution Guide

Reporting

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Reporting

Reports are summaries and analyses of interaction and external metadata. You can generate reports for analysis, view report details and status, and share the data with users throughout the enterprise. You can view reports in your browser, print them or send them via email.

To help you monitor your business, SpeechMiner UI offers a wide range of standard reports that can be customized to better suit your needs. Depending on the type of report, the results may be presented as lists or data and/or in graphic form. In some reports, you can drill down within a report to see additional details.

To learn more about Reports refer to the **Reports** section in the SpeechMiner UI User Manual and/or the SpeechMiner UI Online Help.