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Genesys Administrator Extension Help


Exporting On-Demand Reports

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Exporting On-Demand Reports

After you have created the reports, you can export both Tenant and System reports in CSV format.

Exporting a Report

1. Create the report that you want to export.
2. (Optional) If you want a different granularity for the report, change the granularity of the report, and regenerate it.  Note: Genesys Administrator exports only the report that is displayed on the screen. If you change the report and do not regenerate it, the original report is exported.
3. Click Export.
4. The report file automatically exports in CSV (.csv) file format and downloads to the default download location for your Internet browser.

Important

This download location is browser-specific, and it is not a function of Genesys Administrator Extension.