# Genesys Customer Experience Insights User's Guide

Business Results reports

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Business Results reports

This page describes reports you can use to learn more about the business outcomes resulting from activity in your contact center. The reports in the **Business Results** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Business Results reports
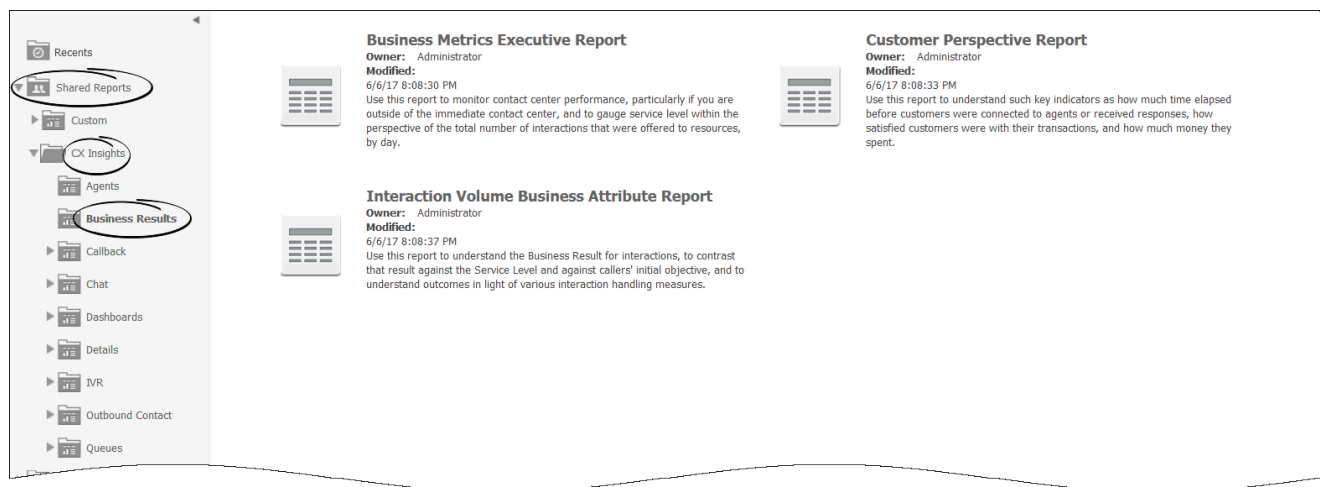
The following reports are available in the **CX Insights** > **Business Results** folder:

- Business Metrics Executive Report
- Customer Perspective Report
- Interaction Volume Business Attribute Report
- Weekly Business Attribute Dashboard

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.