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Genesys Customer Experience Insights User's Guide

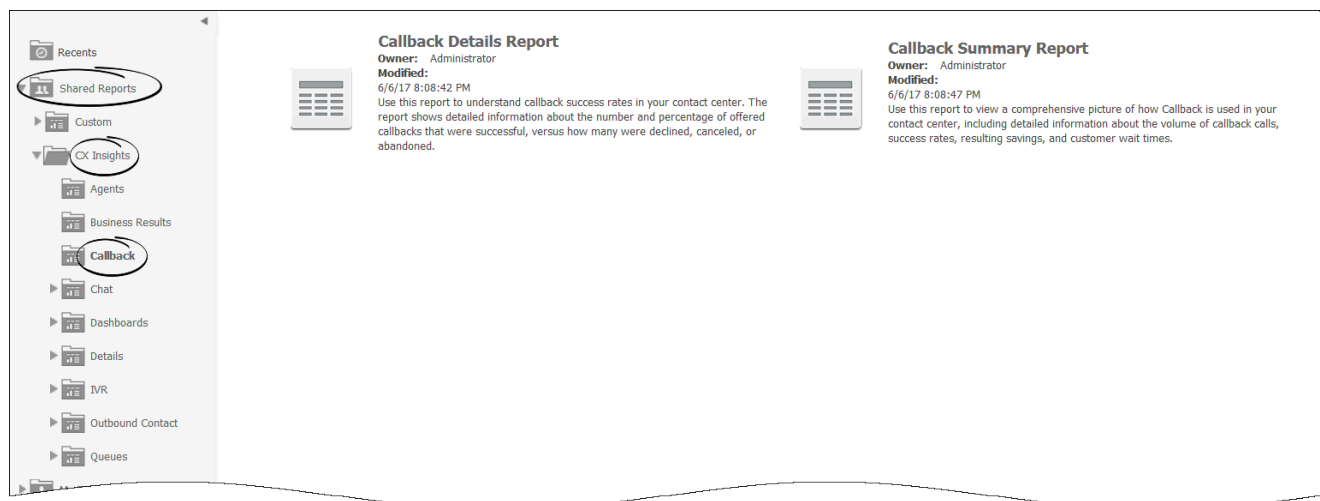
Callback reports

Callback reports

This page describes reports you can use to learn more about the performance of Callback in your contact center. Reports in the **Callback** folder are ready to use, but as always, can be modified to suit your specific business needs.

Reports in this folder require that specific RAA options be enabled: enable-callback. For more information, see the [Genesys CX Insights Deployment Guide](#).

About Callback reports



The following reports are available in the **CX Insights > Callback** folder:

- [Callback Details](#)
- [Callback Summary](#)

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](#).