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Genesys Customer Experience Insights User's Guide

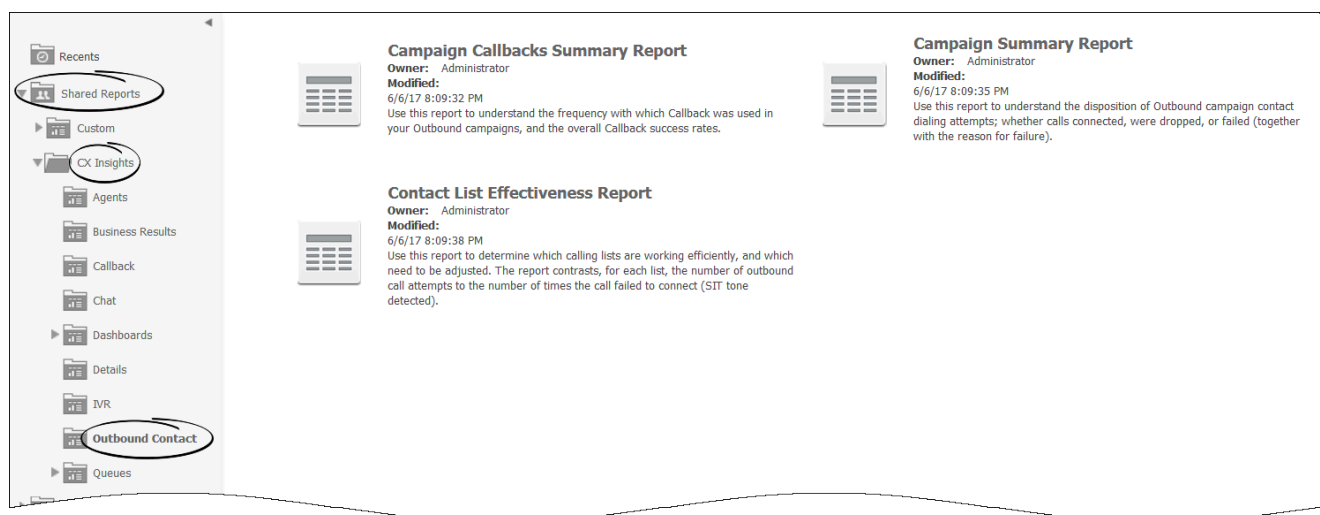
Outbound Contact reports

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Outbound Contact reports

This page describes reports you can use to view historical information about outbound campaigns running in your contact center (outbound engagement). Reports in the **Outbound Contact** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Outbound Contact reports



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

- [Campaign Callbacks Summary Report](#)
- [Campaign Summary Report](#)
- [Contact List Effectiveness 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](#).