

# **GENESYS**

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### Genesys Customer Experience Insights User's Guide

**Billing Data reports** 

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## Billing Data reports

This page describes reports you can use to learn more about customer billing data.

#### About Billing Data reports

Recents	Inbound Voice User Owner: Administrator Modified: 9/22/21 3:34:03 AM Report detailing the Named and Concurent Users Count usage during the relvant period. In addition to the counts, the Named User metric can be drilled into to see the discrete users associated with the count.	IVR Usage Report Daily Owner: Administrator Modified: 9/22/21 3:34:03 AM Report of TVR Usage minutes and port for the relevant time period Daily view
	IVR Usage Report Monthly Owner: Administrator Modified: 9/22/21 3:34:03 AM Report of TVR Usage minutes and port for the relevant time period Monthly view	
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The following reports are available in the **CX Insights** > **Billing Data** folder:

- Inbound Voice User
- IVR Usage 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.