# Genesys Customer Experience Insights User's Guide

Chat Bot reports and dashboards

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Chat Bot reports and dashboards

This page describes reports or dashboards you can use to learn more about chat bot volumes, statistics, and outcomes in your contact center. Reports in the **Chat Bot** 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-bgs. For more information, see the *Genesys CX Insights Deployment Guide*.

About Chat Bot reports
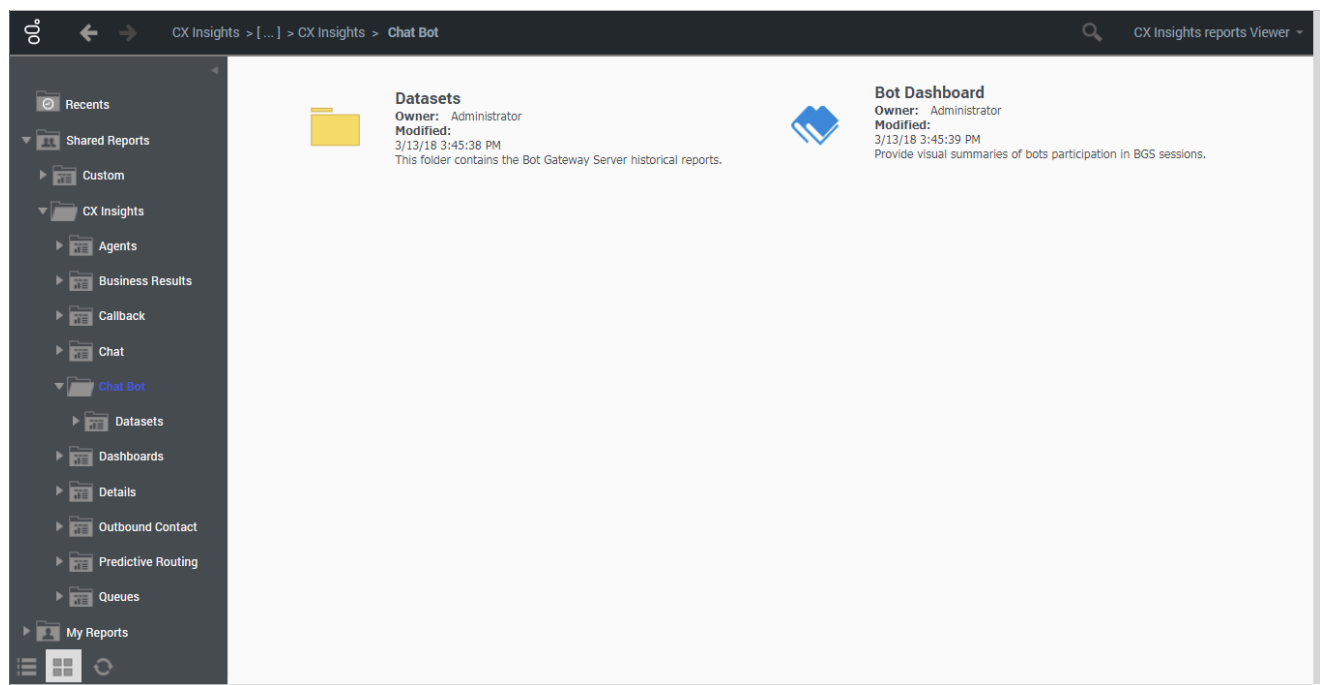
The following reports / dashboards are available in the **CX Insights** > **Chat Bot** folder:

- Bot 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.