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Genesys Customer Experience Insights User's Guide

Callback reports

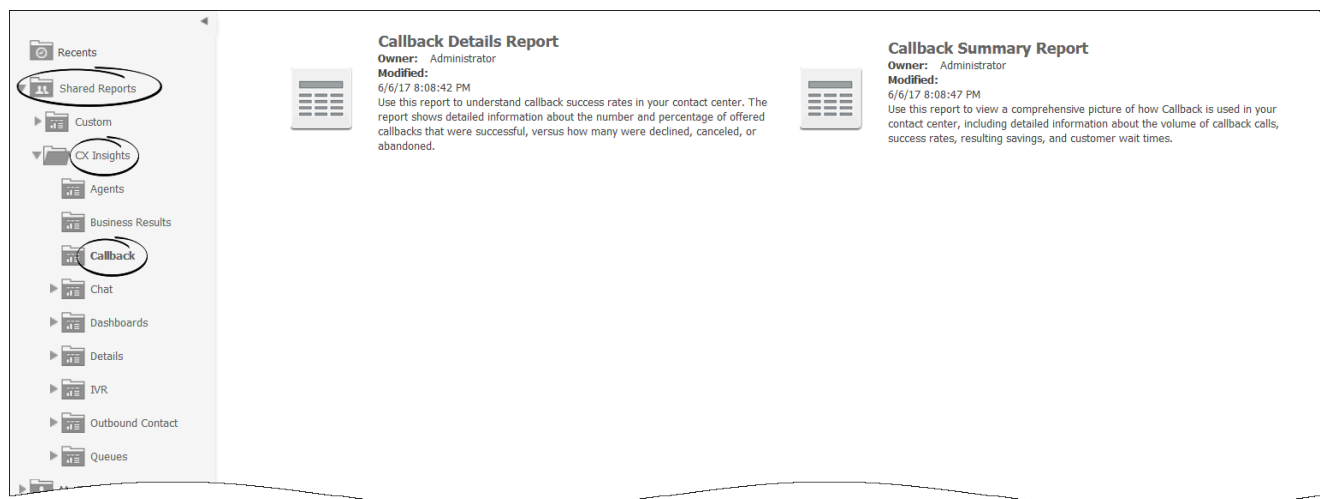
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Callback reports

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](#).