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Genesys Customer Experience Insights User's Guide

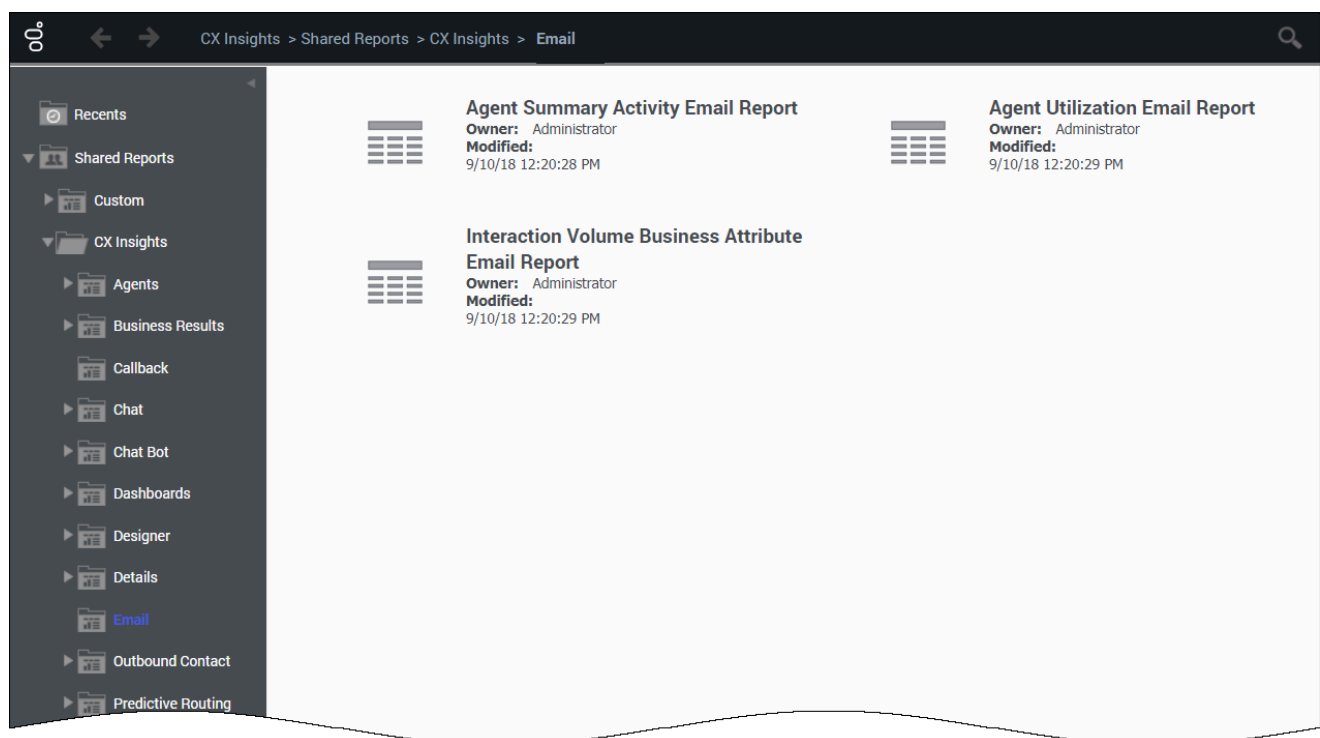
Email reports

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Email reports

This page describes reports you can use to learn more about email interaction volumes, statistics, and outcomes in your contact center. Reports in the **Email** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Email reports



The following reports / dashboards are available in the **CX Insights > Email** folder:

- [Agent Summary Activity Email Report](#)
- [Agent Utilization Email Report](#)
- [Interaction Volume Business Attribute Email 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](#).