

GENESYS

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GVP Reporting Plugin for GAX

HELP: VP Reporting Plugin for GAX

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9 X This version of HELP: VP Reporting Plugin for GAX applies to Genesys Voice Platform that is part of 9.0, starting with version 8.5. For version 8.1 of Genesys Voice Platform, see the Genesys Voice Platform home page.

- How to Generate a Report
- How to Read a Report

Each report offers multiple report types with different characteristics such as multiple data sets. You can filter any data set to display only the data that you wish to examine.

- Call Browser Report Filter Panel
- Dashboard Report Filter Panel
- · Operational Report Filter Panel
- Service Quality Report Filter Panel
- VAR Report Filter Panel