

Reporting is a role

Standard reports do not appear because you are an administrator. The community reporting article says you need the Reporting role and at least one reporting permission.

Categories named there include Agent, Call Log, IVR, ACD Queue, Campaign, List, Contact, Do Not Call, Worksheet, Digital Channel, Legacy Digital, and Operational Summary. If a category is missing, check the role before you check the carrier.

Separate the Reporting role from administration

Pick the category that matches the question

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/c>
last checked 2026-10.

Interactive voice response. wikipedia.

https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. last checked 2026-10.