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# Real-time Reporting with Pulse

Pulse Manage Agents

10/8/2025



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# Genesys Recording, Quality Management, and Speed Analytics User's Guide

Configure the bro

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- Supervisor

Using Agent Widgets, perform agent management actions such as managing agent skills, or forcing agents to logout.

## Related documentation:

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Starting with release 100.0.000.0012, Genesys Pulse offers a new Manage Agents tab, where Pulse Administrators and Pulse Managers can:

- View information about each agent.
- Change agent skills.
- Log out agents (end agent login sessions).

	Name	Current Status	Time in State	Reason Code	User ID	Skills
<input type="checkbox"/>	CMF Agent					
<input checked="" type="checkbox"/>	Richard Anderson	Outbound Call	7:07:06			Selling (S), Sales (S)
<input type="checkbox"/>	Frederick Schmitt	Outbound Call	3:24:00			Selling (S)
<input type="checkbox"/>	Sam, John	Incoming Call	7:10:00			Sales (S)
<input type="checkbox"/>	James, Bob	After Call Work	2:07:06			Selling (S), Sales (S)

The Manage Agents tab

Pulse displays the following fields for each agent, as shown in the figure **The Manage Agents tab**:

- Agent Group (Pulse displays Agent Group only if the agent widget was created "By Group"; otherwise it displays "N/A")
- Agent's Name
- Current Status
- Time in State
- Reason Code
- User ID
- Skills

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## Important

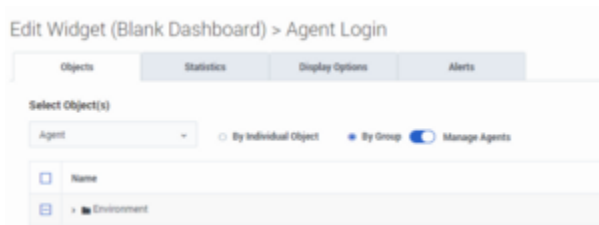
Pulse collects the data in these fields only if the Agent Management feature is enabled. Pulse also collects data for the following hidden fields: **Agent DBID**, **Switch DBID**, **Agent DN**, **Tenant ID**, and **Employee ID**.

## Video: Manage Agents

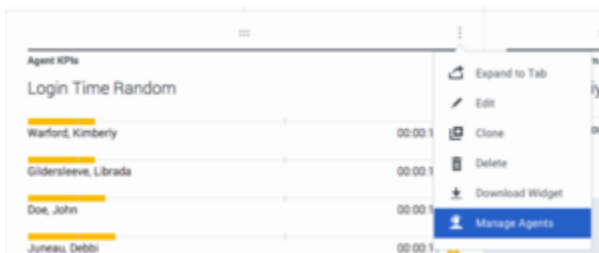
[Link to video](#)

## Enable the Manage Agents tab

Manage Agents features are not enabled by default. Before you can use these features, you must complete the following steps to enable them:



Enable Manage Agents



Open the Manage Agents tab

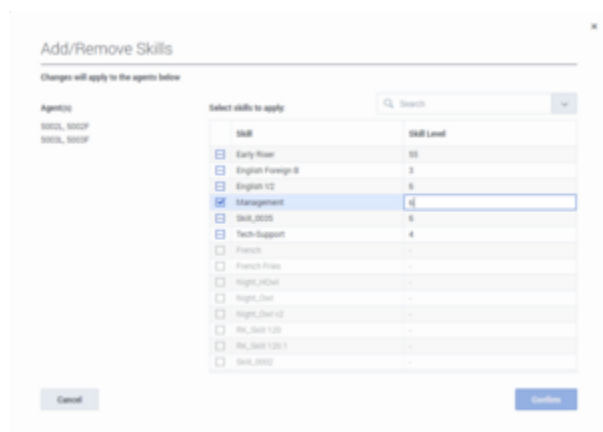
1. Edit the agent widget, and enable **Manage Agents**, as shown in the figure **Enable Manage Agents**.
2. On the **More** menu (the three vertical dots gadget) of the widget, click the **Manage Agents** link, and open the **Manage Agents** tab as shown in the figure **Open the Manage Agents tab**.  
You can now manage agents.

## Tip

- Genesys Pulse starts collecting the additional stats once the Management Agents feature is enabled. This can take several minutes, depending on the number of agents in the widget.
- Genesys Pulse stops collecting the additional stats once the Management Agents feature is disabled.

## Change skills

From the **Manage Agents** tab, you can change skills of the selected agents.



The Add/remove skills window

To modify agents skills:

1. Open the **Manage Agents** tab.
2. Select one or more agents.
3. Click **Change Skills**, and optionally add new skills, change skill levels, or remove existing skills:  
The **Add/Remove Skills** window shows selected agents and their current skills, as shown in the figure **The Add/remove skills window**:
  - For a given skill, if all selected agents have the same skill level, the corresponding skill level is displayed next to the skill.
  - For a given skill, if not all selected agents have the same skill level, the text **Multiple values** is displayed next to the skill.
  - For a given skill, if none of the selected agents have the skill, the skill is displayed as disabled (grayed out) and the skill level value is displayed as -.
  - Skills are ordered alphabetically by default; all the selected or partially selected skills are grouped before the non-selected skills.
  - You can add new skills, change the skills levels, or remove existing skills.

- If you have selected a skill (or partially selected a skill), click on a skill level or perform any edit action (press enter, backspace, delete, or any number) of the focused skill level to display the skill level as editable with a cursor.
- When you select the checkbox, the skill level becomes editable with a cursor, automatically.
- To stop skill level editing, press **Enter** or move focus away from the skill level cell.

### Tip

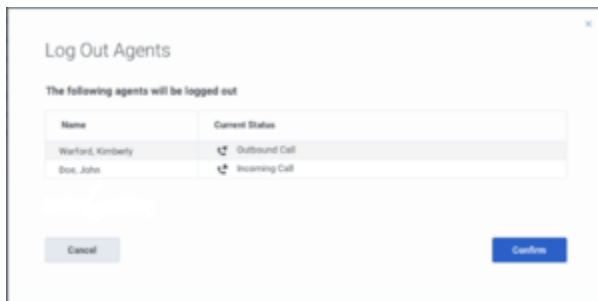
To confirm changes, Genesys Pulse users must have the Write (Change/Update) permission on the Person object (for all agents to be changed) in the Configuration Server.

4. Click **Confirm**.  
The **Manage Agents** tab shows the modified skills. Depending on the refresh rate of the widget, it can take some time for the changes to appear.

## End an agent login session

From the **Manage Agents** tab, you can end an agent login session.

To end an agent login session:



The Log Out Agents window

1. Open the **Manage Agents** tab.
2. Select one or more agents.
3. Click **Log Out**.
4. The **Log Out Agents** window appears, as shown in the figure **The Log Out Agents window**, which lists the selected agents and their current statuses.  
The **Log Out** action applies only to logged-in agents. If you select multiple agents, some of whom are logged in and some of whom are logged out, the **Log Out Agents** window lists only the agents who are logged in.
5. Click **Confirm**.  
The **Manage Agents** tab displays updated agent statuses.

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- Administrator

Learn to configure Internet Explorer or Google Chrome to enable you to access the SpeechMiner UI.

### Related documentation:

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SpeechMiner end users access the SpeechMiner browser-based interface from Internet Explorer or Google Chrome. The selected browser connects to the SpeechMiner Web server through the local network.

In order for the SpeechMiner interface to work properly, you must configure your browser as explained in the relevant section below:

- Internet Explorer
- Chrome
- Edge

Performing the required configuration enables:

- The use of pop-ups from the SpeechMiner Domain.
- Treating the SpeechMiner domain as part of the local intranet (or as a trusted site).
- Automatic updating of cached web pages.

### Important

To run SpeechMiner 8.5.5, you must use a minimum resolution of 1280X1024. Genesys recommends that you work with a 1680X1050 resolution.

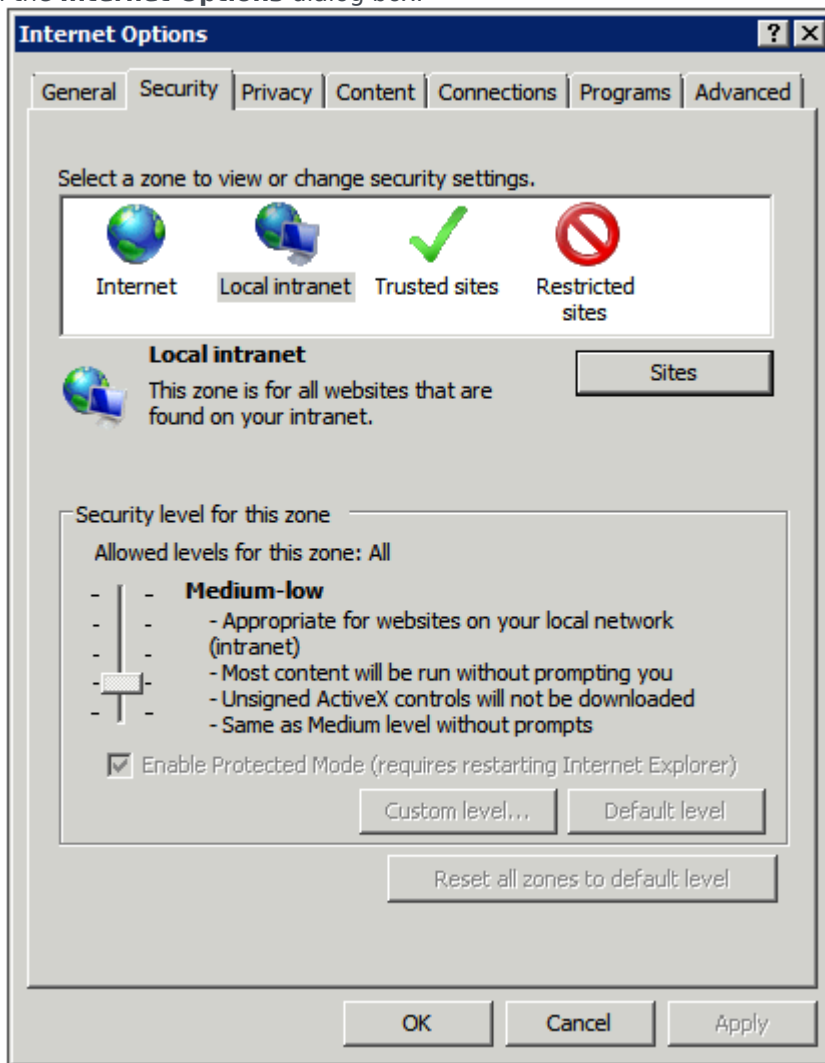
## Configure Internet Explorer to work with SpeechMiner

Perform the following steps to configure Internet Explorer to work with SpeechMiner:

## Important

- If Internet Explorer is running on a Windows Server 2008 machine or Windows Server 2012 machine, the Enhanced Security Configuration feature should be turned off. Refer to the Windows Server 2008 or Windows Server 2012 section below.
- When working with Internet Explorer 11+, the Online Help documentation may not appear as it should due to your Internet Explorer compatibility view settings. To view the Online Help properly, go to the Tools menu, select Compatibility View Settings and verify that Display intranet sites in Compatibility View is not checked.
- When you playback an interaction in an Internet Explorer environment, the Playback button does not appear after you play the specific interaction for the first time. The Playback button reappears after you close the specific interaction and reopen it.

1. Open the **Internet Options** dialog box.



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2. Select the **Security tab** and **Local Intranet**.
  3. Add the SpeechMiner domain to the list of websites in the **Local Intranet** zone.
  4. Click **Sites > Advanced** and add the SpeechMiner web server URL to the list of safe websites.

### Important

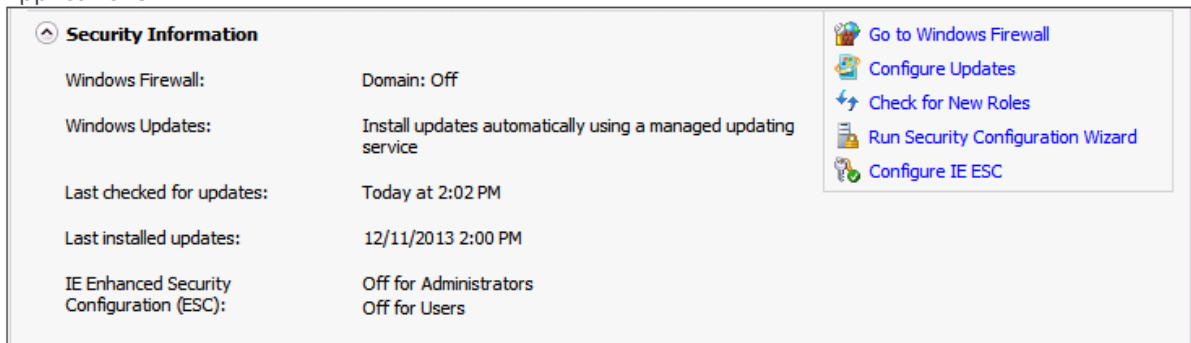
This step is not required if you already turned off the Enhanced Security Configuration Feature.

5. Click **Custom Level** to customize the local intranet zone security.

### Important

When working with Internet Explorer 11+, the Online Help documentation may not appear as it should. To view the Online Help properly, you must enable **Active Scripting** in the **Internet Options > Security > Custom Level** window.

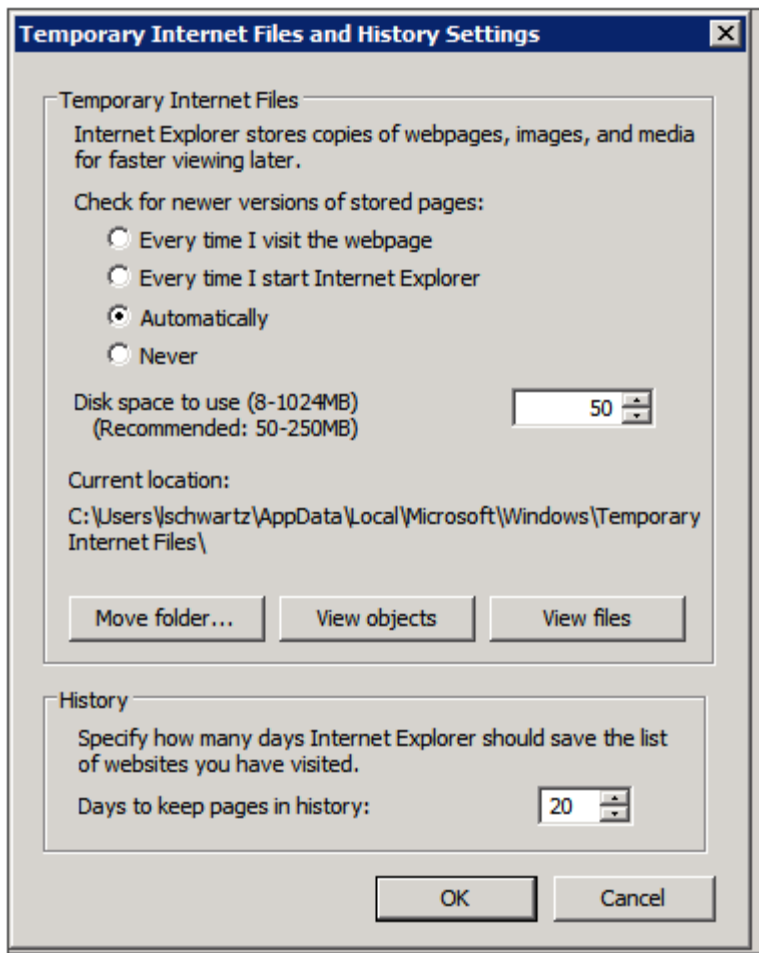
6. Under **Miscellaneous** change **Access data sources across domains** to **Enable**. Selecting **Enable** makes Screen Recording playback possible because it allows access from the browser to Web Services and Applications.



### Important

Allowing access from the browser to Web Services and Applications is only relevant in a 8.5.512 environment.

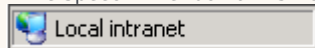
7. In the **Privacy** tab, add the SpeechMiner domain to the list of web sites that are permitted to open pop-ups.
8. In the **General** tab, under **Browsing History**, select **Settings**.
9. Under **Check for newer versions of stored pages**, select **Automatically**.



10. Click **OK** to save the changes.

### Important

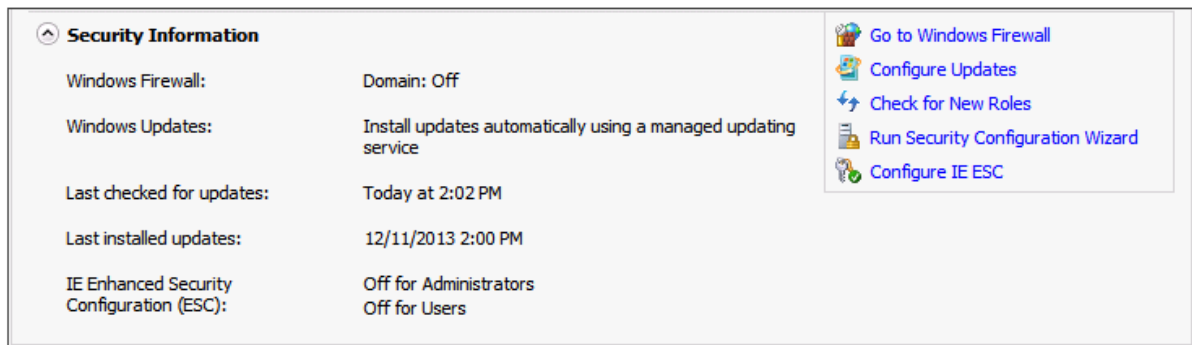
If the SpeechMiner domain is treated as part of the local intranet, Local Intranet



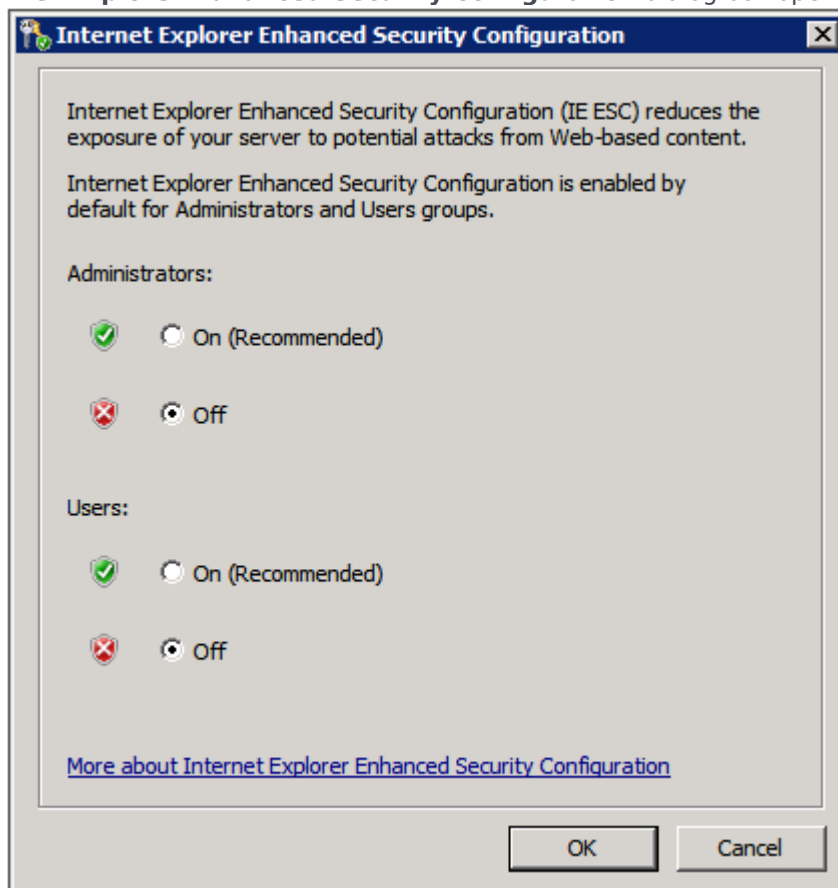
should appear in the Status Bar at the bottom of the Internet Explorer window whenever the browser displays a SpeechMiner page. In newer versions of Internet Explorer, the same information can be found in File > Properties.

## Turn off the Enhanced Security Configuration Feature on Windows Server 2008

1. In **Server Manager's** home page (the top level), expand the **Security Information** section. The current settings for the Enhanced Security Configuration feature appear under **IE Enhanced Security Configuration (ESC)**.



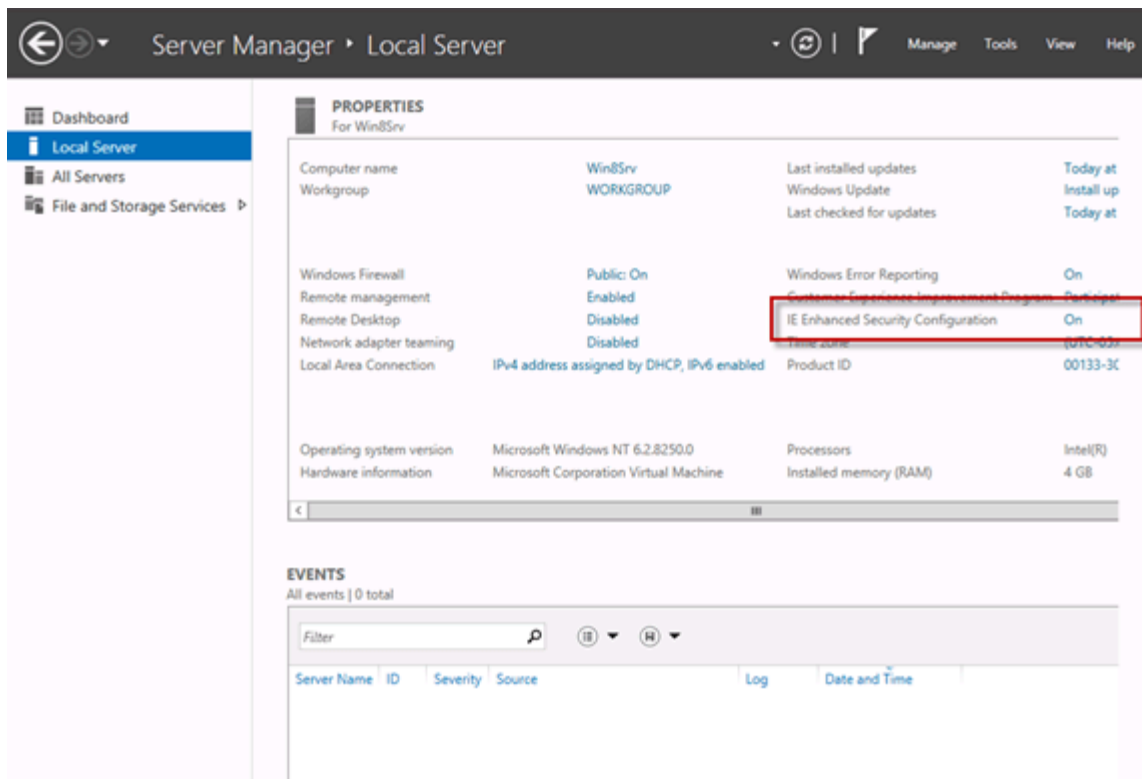
2. If the current settings are not **Off** for **Administrators** and **Off** for **Users**, click **Configure IE ESC**. The **Internet Explorer Advanced Security Configuration** dialog box opens.



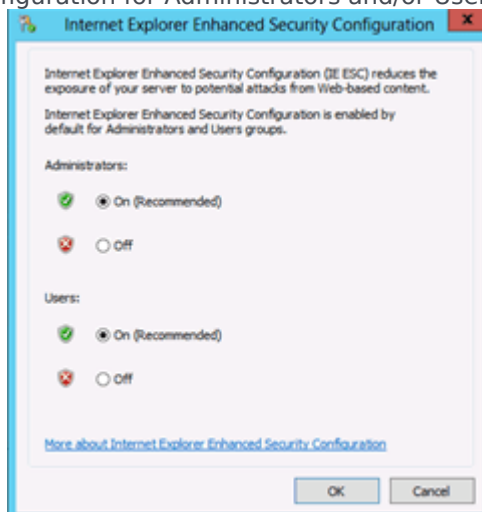
3. For both **Administrators** and **Users**, select **Off**.
4. Click **OK** to save the changes.


## Turn off the Enhanced Security Configuration Feature on Windows Server 2012

1. In the Server Manager, in the home page (the top level), select **Local Server**.
-




2. In the **Server Properties** for the Local Server, you will see the option for **IE Enhanced Security Configuration**. Click **On** to change the option.
3. At this point, you will be prompted with the options to turn off Internet Explorer Enhanced Security Configuration for Administrators and/or Users. After selecting your option, click **OK**.



4. Click the **Refresh** button  at the top of the Server Manager and the IE Enhanced Security Configuration should now show as **Off**.

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## Configure Chrome to work with SpeechMiner

1. In the Chrome browser, click the Chrome menu  and select **Settings**.
2. Under **Privacy**, click **Content Settings...**
3. Under Pop-ups, verify that **Allow all sites to show pop-ups** is selected. If it is not selected perform the following:
  1. Click **Manage exceptions...**
  2. In the field provided, type **\*. genesyscloud.com** and select the **Allow** behavior.
  3. Press **Enter** and click **Done**.

### Important

When working with the search filter in a Chrome environment and the zoom value is 100%, the last value in the filter may be hidden by the scrollbar.

## Verify that JavaScript is Enabled

1. In the Chrome Browser, navigate to **Chrome Settings > Privacy and security > Site Settings**.
2. Under **JavaScript**, select **Sites can use JavaScript**.

For more information about enabling JavaScript, see the following example:  
<https://support.google.com/adsense/answer/12654>.

## Configure Edge to work with SpeechMiner

1. In the Edge browser, click the menu **...** and select **Settings**.
2. Select **Cookies and site permissions**.
3. Under **Site Permissions**, choose **All permissions > Pop-ups and redirects**.
4. In the **Allow** sub-section, click **Add**.
5. In the **Add a site** window, enter the site value as: **[\*.]genesyscloud.com**.
6. Click **Add** to add the site to the list of sites from which you allow pop-ups.

## Verify that JavaScript is Enabled

1. In the Edge browser, navigate to **Settings > Cookies and site permissions > All permissions**.
2. Under **JavaScript**, enable **Allowed** (recommended).