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Real-time Reporting with Pulse

[Get Started with Genesys Pulse](#)



- Supervisor

Genesys Pulse is your gateway for monitoring your contact center, so you can better meet your business needs. This getting started page will get you running, viewing, and managing reports.

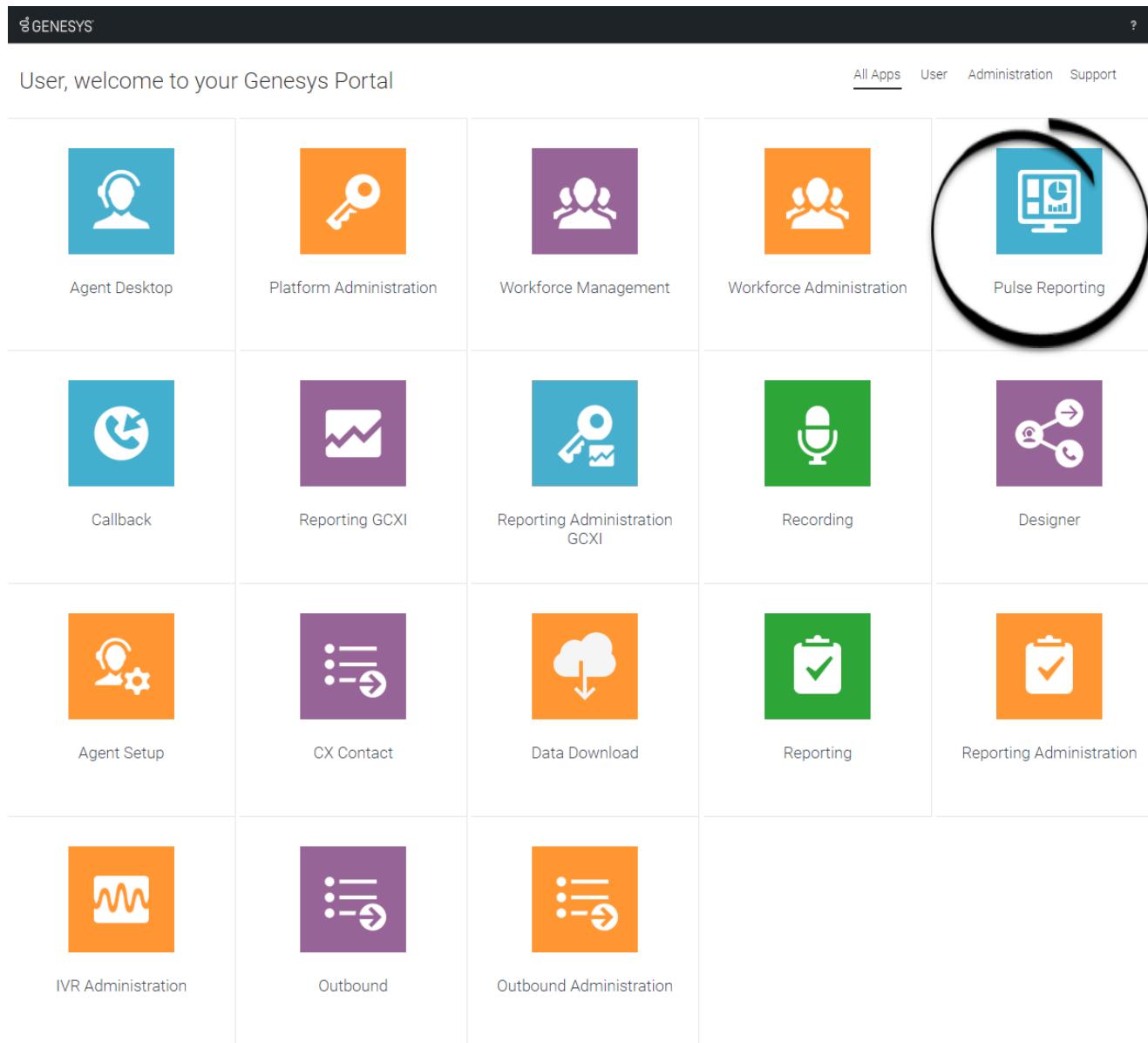
Related documentation:

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Access the application



The screenshot shows the Genesys Portal dashboard with a grid of application icons. The icons are arranged in four rows and five columns. The columns are labeled: Agent Desktop, Platform Administration, Workforce Management, Workforce Administration, and Pulse Reporting (which is circled with a magnifying glass). The rows are labeled: Callback, Reporting GCXI, Reporting Administration GCXI, Recording, Designer; Agent Setup, CX Contact, Data Download, Reporting, Reporting Administration; and IVR Administration, Outbound, Outbound Administration. Each icon represents a different application or feature within the Genesys environment.

| Agent Desktop | Platform Administration | Workforce Management | Workforce Administration | Pulse Reporting |
|--------------------|-------------------------|-------------------------------|--------------------------|--------------------------|
| Callback | Reporting GCXI | Reporting Administration GCXI | Recording | Designer |
| Agent Setup | CX Contact | Data Download | Reporting | Reporting Administration |
| IVR Administration | Outbound | Outbound Administration | | |

Once your Genesys Multicloud CX environment is up and running and you've checked that you meet the necessary requirements, log in to your Genesys Portal to access Pulse Reporting. Click the Pulse Reporting icon and enter your username and password.

Walk through the application

Genesys Pulse provides at-a-glance views of real-time contact center statistics on dashboards within the user interface.

Important

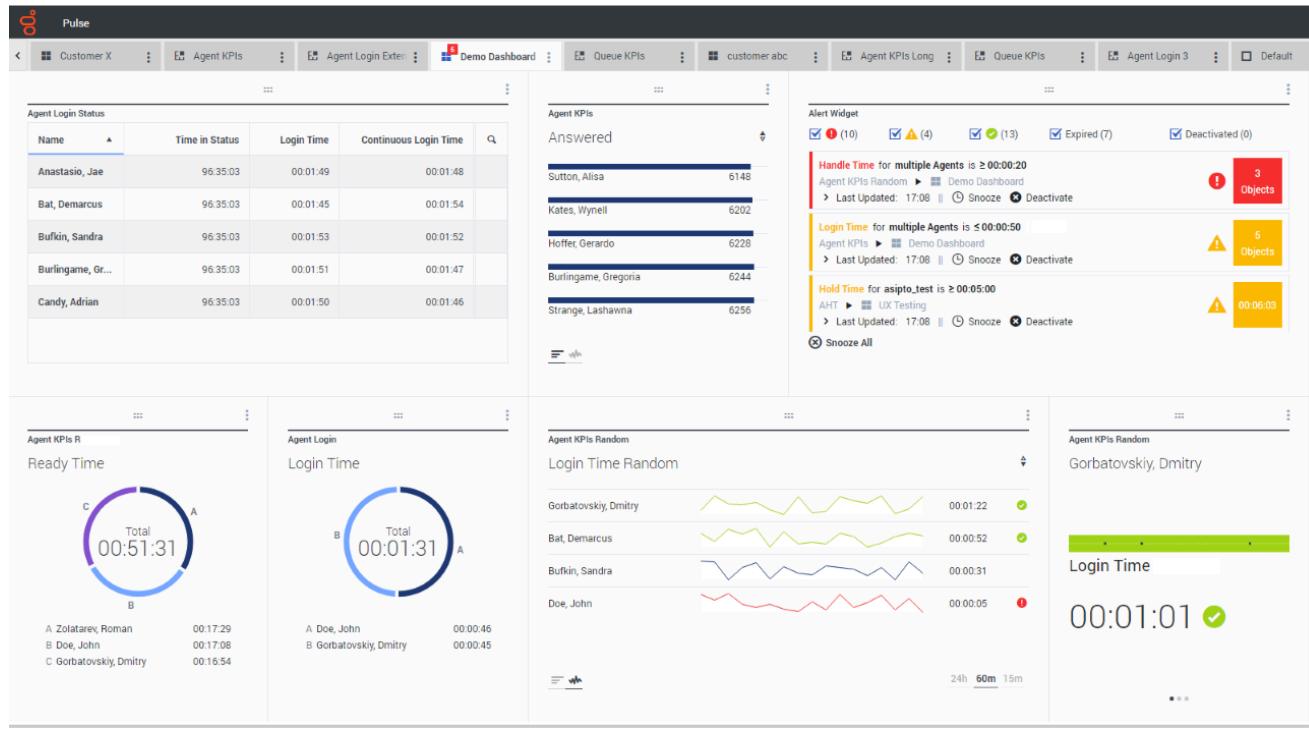
What you see in Genesys Pulse depends on your contact center and your role within it. You might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

Video: Get started with Pulse

[Link to video](#)

Watch this video to learn how to access and use Genesys Pulse.

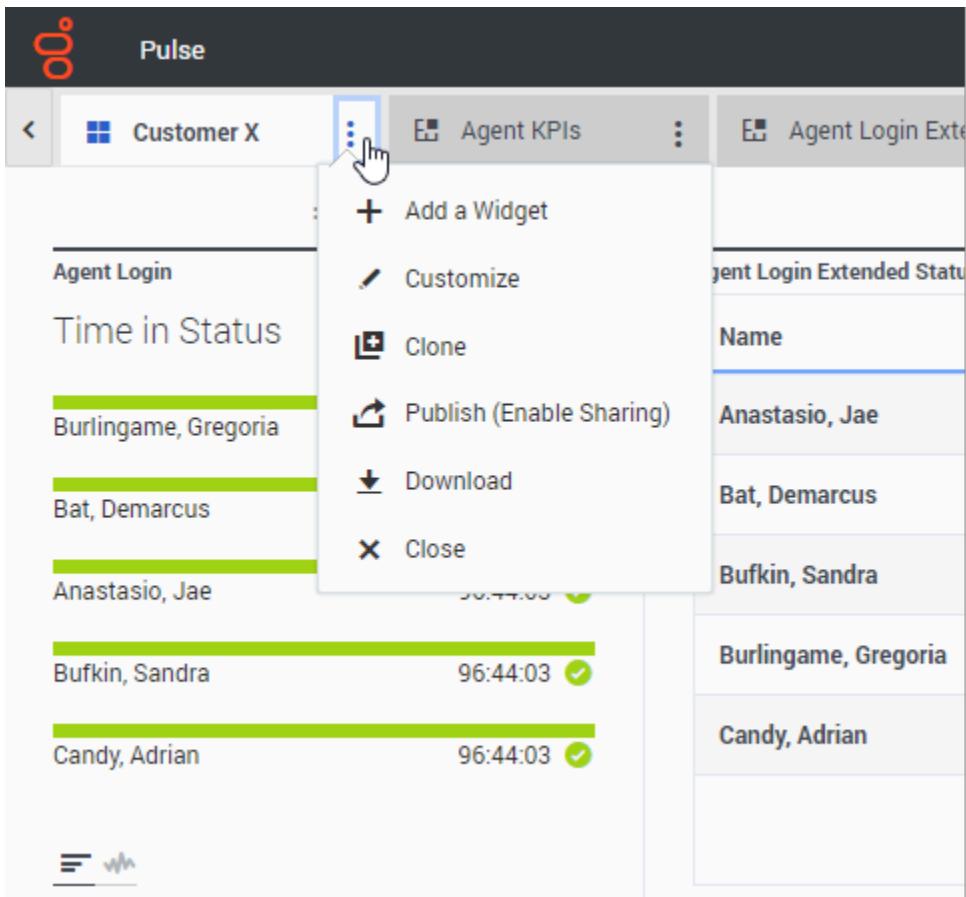
Access Reports



To see the real-time reports, open the Genesys Pulse dashboard.

Reports are displayed in widgets, which you can expand to dashboard size to view more detail.

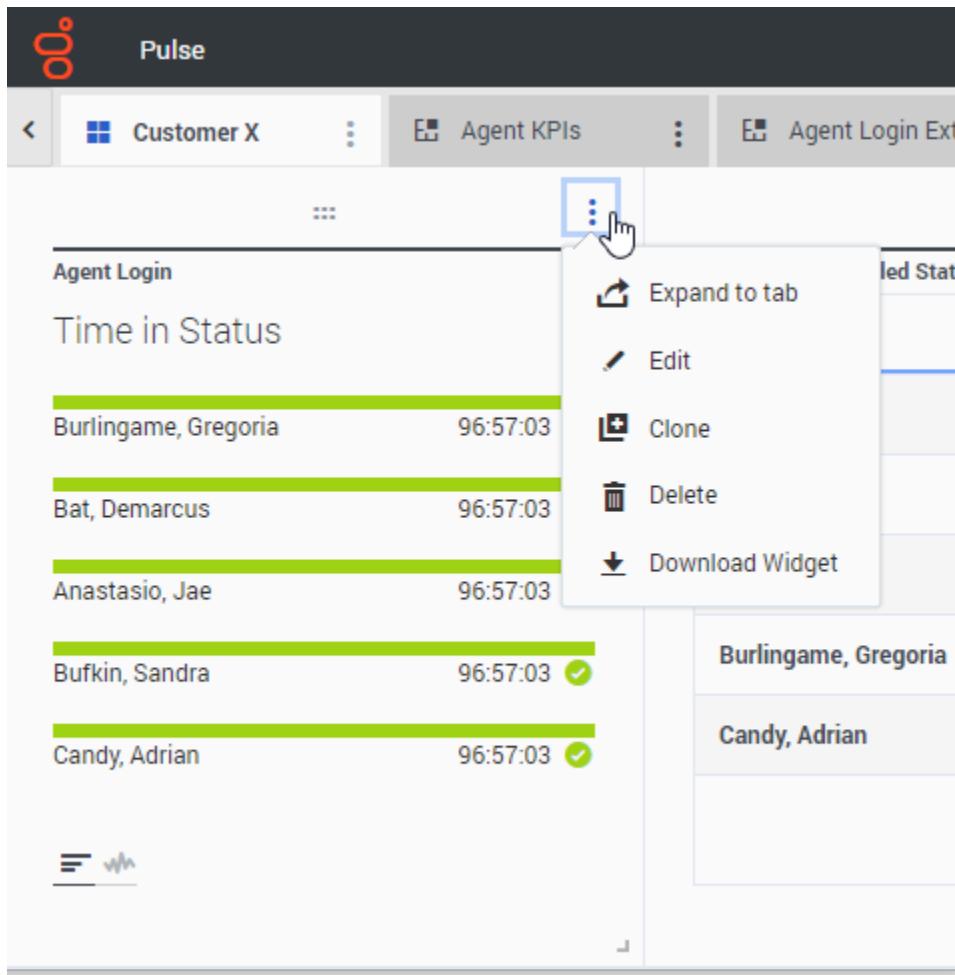
Manage Dashboards and Wallboards



Use tabs to manage Genesys Pulse dashboards and wallboards. For more options, click the **More** kebab menu (the three vertical dots menu) in the upper right corner of the dashboard:

- **Add a Widget**—Add a new widget to the dashboard or wallboard.
- **Clone**—Create a new copy of the dashboard or wallboard.
- **Close**—Close the dashboard or wallboard.
- **Customize**—Change the name, description, and other options of the dashboard or wallboard.
- **Download**—Export dashboard or wallboard in JSON format.
- **Launch**—Open a wallboard.
- **Publish**—Share the unpublished dashboard or wallboard.
- **Save As**—Save a new copy of the published dashboard or wallboard.
- **Update Shared Copy**—Replace the published copy of the dashboard or wallboard.

Use Report Widgets



Agent Login

Time in Status

| Agent | Time |
|----------------------|----------|
| Burlingame, Gregoria | 96:57:03 |
| Bat, Demarcus | 96:57:03 |
| Anastasio, Jae | 96:57:03 |
| Bufkin, Sandra | 96:57:03 |
| Candy, Adrian | 96:57:03 |

Expand to tab

Edit

Clone

Delete

Download Widget

Burlingame, Gregoria

Candy, Adrian

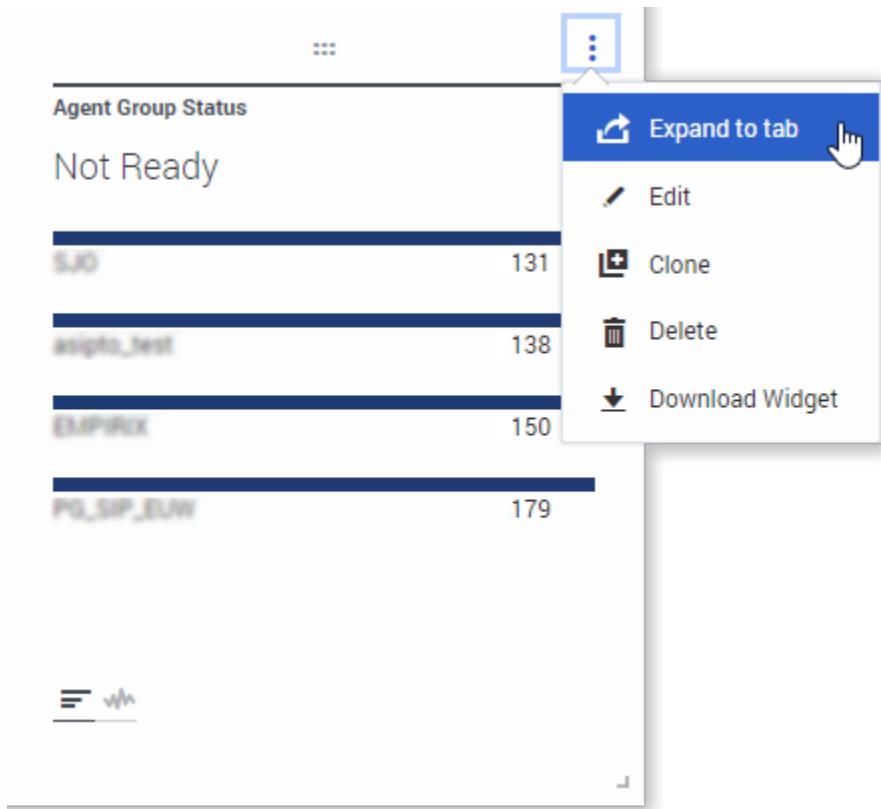
Genesys Pulse widgets display Donut, Data, Key Performance Indicator (KPI), Time Tracking, or List charts of key statistics for objects on your dashboard.

You can:

- **Clone**—Create a copy of the widget.
- **Delete**—Delete the widget.
- **Download**—Download the report data as a .csv file.
- **Edit**—Edit the widget.
- **Expand to Tab**—See an expanded, detailed view of the report.

You can also add new widgets to your dashboard.

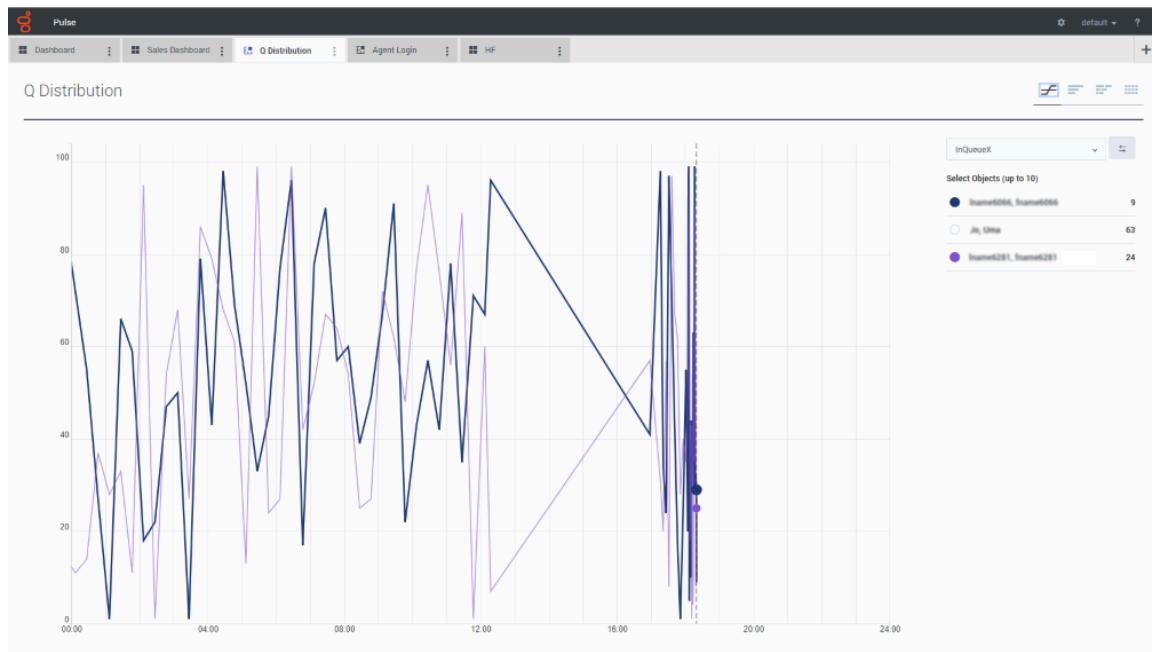
Expand Reports to Dashboard



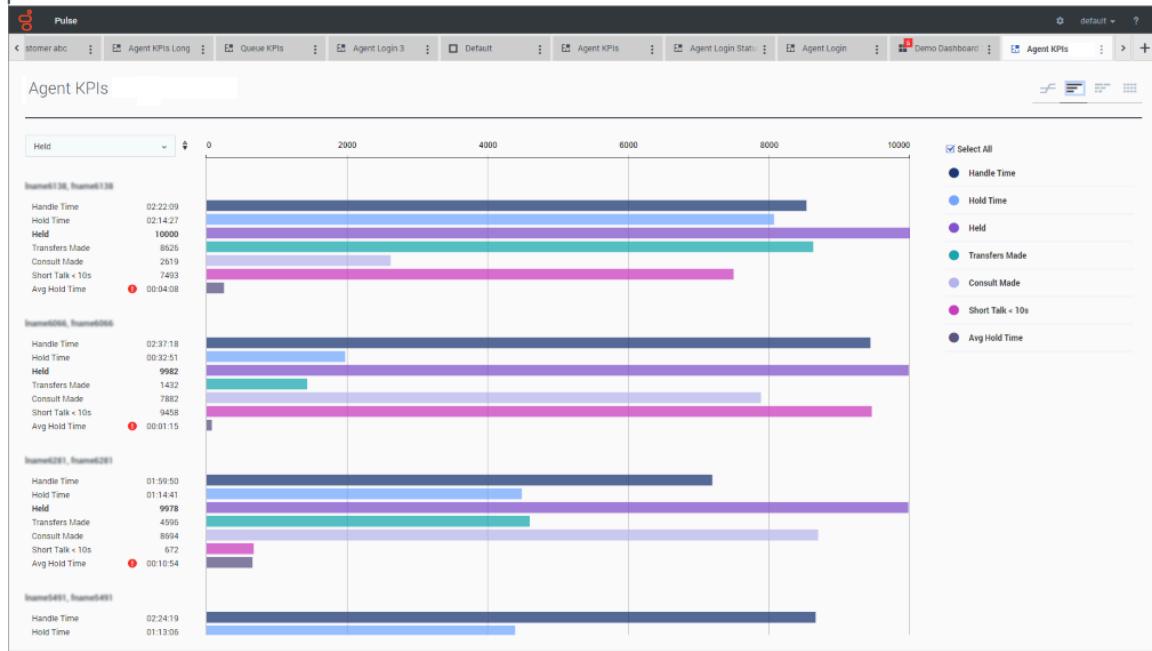
To see a detailed view of your report, click **More** in the upper right corner of a widget and select **Expand to Tab**. This expanded report opens within a new tab, so it doesn't impact your initial dashboard.

You can:

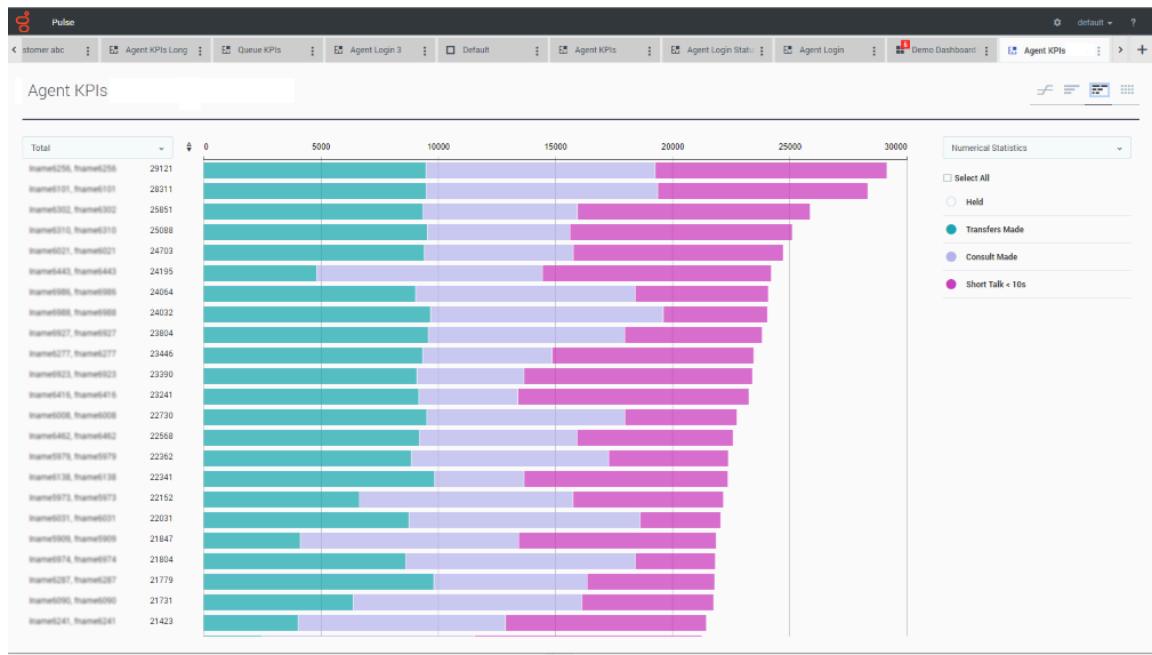
- Download the report data as a .csv file by selecting **Download Widget** from the **More** menu.
- Change the source widget by selecting **Edit** from the **More** menu.
- Sort options, define objects, and define statistics.
- View various chart types available in the expanded widget:
 - Time Tracking



- Grouped Bar



- Stacked Bar



- Stacked Bar

- Data

Starting with release 9.0.001, new options are available in the Customize menu:

- Row Density:**
Comfy (default) or Compact
- Row Color Contrast:**
Low (default) or High
- Reset Column Width** - resets columns width to default values.

Agent KPIs

| Name | Login Time | Ready Time | Not Ready Time | Break Time | Lunch Time | Offline Time | Ringing Time |
|-----------------------|------------|------------|----------------|------------|------------|--------------|--------------|
| Anastasio, Jae | 00:00:23 | 02:39:46 | 02:33:23 | 02:35:34 | 02:36:40 | 02:42:58 | 02:3 |
| Batt, Demarcus | 00:01:06 | 02:37:16 | 02:38:19 | 02:38:20 | 02:38:21 | 02:39:24 | 02:3 |
| Bufkin, Sandra | 00:00:40 | 02:37:42 | 02:39:51 | 02:38:43 | 02:40:58 | 02:35:37 | 02:4 |
| Burlingame, Greg... | 00:00:07 | 02:37:12 | 02:38:12 | 02:36:14 | 02:32:59 | 02:39:18 | 02:3 |
| Candy, Adrian | 00:01:13 | 02:38:51 | 02:34:43 | 02:38:52 | 02:42:10 | 02:34:44 | 02:4 |
| Doe, John | 00:01:23 | 02:35:55 | 02:40:07 | 02:33:46 | 02:35:56 | 02:40:08 | 02:4 |
| Doom, Tona | 00:01:04 | 02:33:15 | 02:42:48 | 02:37:28 | 02:33:16 | 02:34:26 | 02:3 |
| Gildersleeve, Libr... | 00:00:46 | 02:33:36 | 02:33:37 | 02:35:45 | 02:39:59 | 02:43:10 | 02:3 |
| Hilyard, Ellena | 00:01:13 | 02:38:02 | 02:33:55 | 02:36:04 | 02:38:03 | 02:38:04 | 02:3 |
| Hoffer, Gerardo | 00:00:52 | 02:38:28 | 02:40:39 | 02:34:21 | 02:35:22 | 02:35:23 | 02:42:44 |
| Iacovelli, Terresa | 00:00:53 | 02:38:32 | 02:41:53 | 02:37:23 | 02:41:54 | 02:39:38 | 02:34:24 |
| Juneau, Debbi | 00:01:09 | 02:36:58 | 02:34:52 | 02:40:11 | 02:34:53 | 02:39:02 | 02:32:37 |
| Kates, Wynell | 00:00:05 | 02:32:53 | 02:37:07 | 02:35:04 | 02:42:32 | 02:42:33 | 02:41:30 |
| Marley, Jonelle | 00:00:29 | 02:38:24 | 02:36:23 | 02:33:07 | 02:33:08 | 02:38:25 | 02:33:09 |
| Mcquire, Dacia | 00:01:23 | 02:42:06 | 02:34:38 | 02:33:32 | 02:37:46 | 02:34:39 | 02:43:04 |
| Minix, Chantay | 00:01:17 | 02:36:18 | 02:41:41 | 02:34:13 | 02:41:42 | 02:35:09 | 02:36:19 |
| Petties, Maryanna | 00:01:23 | 02:42:53 | 02:38:38 | 02:36:37 | 02:35:32 | 02:36:38 | 02:40:51 |
| Strange, Lashawna | 00:01:17 | 02:40:22 | 02:41:29 | 02:37:05 | 02:40:23 | 02:32:52 | 02:40:24 |
| Sutton, Alisa | 00:01:03 | 02:40:17 | 02:40:18 | 02:32:47 | 02:32:48 | 02:39:07 | 02:37:02 |
| Warford, Kimberly | 00:00:07 | 02:41:11 | 02:41:12 | 02:33:43 | 02:40:02 | 02:36:52 | 02:37:53 |

What do I do next?

Learn more about related topics:

- Manage dashboards and wallboards
- Dashboard and wallboard examples
- Add report widgets
- Popular real-time reports
- Display external content using an IFRAME widget