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## Real-time Reporting with Pulse

[Get Started with Genesys Pulse](#)

9/18/2024



- 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 displays the Genesys Portal interface. At the top, there is a dark header with the Genesys logo and a question mark icon. Below the header, the text "User, welcome to your Genesys Portal" is visible on the left, and navigation links "All Apps", "User", "Administration", and "Support" are on the right. The main area contains a grid of application tiles, each with an icon and a label. The "Pulse Reporting" tile, located in the top right of the grid, is circled in black. The tiles are arranged as follows:

 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.

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## 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

The screenshot displays the Genesys Pulse dashboard interface. At the top, there is a navigation bar with the 'Pulse' logo and several tabs for different views: Customer X, Agent KPIs, Agent Login Exten..., Demo Dashboard (active), Queue KPIs, customer abc, Agent KPIs Long, Queue KPIs, Agent Login 3, and Default. Below the navigation bar, the dashboard is divided into several widgets:

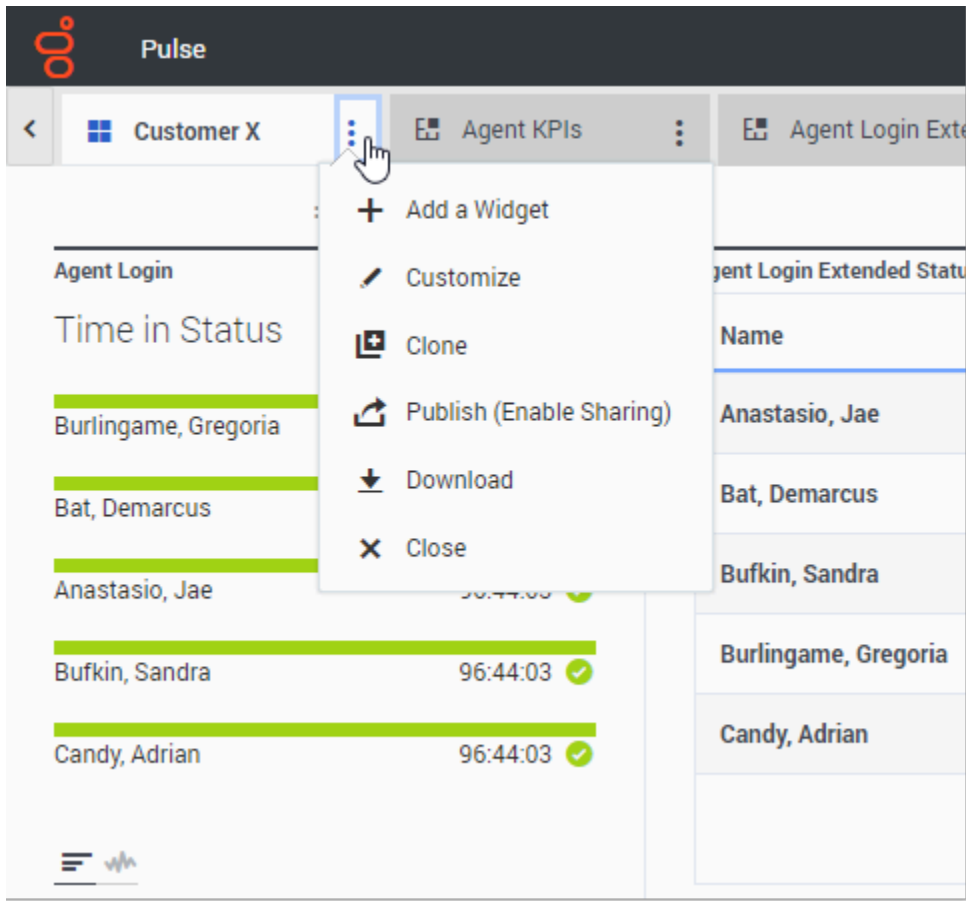
- Agent Login Status:** A table with columns for Name, Time in Status, Login Time, and Continuous Login Time. It lists agents like Anastasio, Jae; Bat, Demarcus; Bufkin, Sandra; Burlingame, Gr...; and Candy, Adrian.
- Agent KPIs:** A section titled 'Answered' showing a list of agents with their respective KPI values: Sutton, Alisa (6148), Kates, Wynell (6202), Hoffer, Gerardo (6228), Burlingame, Gregoria (6244), and Strange, Lashawna (6256).
- Alert Widget:** A section with various alert indicators and buttons. It includes alerts for 'Handle Time for multiple Agents is >= 00:00:20' (3 Objects), 'Login Time for multiple Agents is <= 00:00:50' (5 Objects), and 'Hold Time for asipto\_test is >= 00:05:00' (00:06:03).
- Agent KPIs R:** A circular gauge chart titled 'Ready Time' showing a total of 00:51:31. It lists agents A, B, and C with their individual times.
- Agent Login:** A circular gauge chart titled 'Login Time' showing a total of 00:01:31. It lists agents A and B with their individual times.
- Agent KPIs Random:** A line chart titled 'Login Time Random' showing the login times for agents Gorbатовskiy, Dmitry; Bat, Demarcus; Bufkin, Sandra; and Doe, John over a 24-hour period.
- Agent KPIs Random:** A section titled 'Gorbатовskiy, Dmitry' showing a 'Login Time' of 00:01:01 with a green checkmark.

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.

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## Manage Dashboards and Wallboards

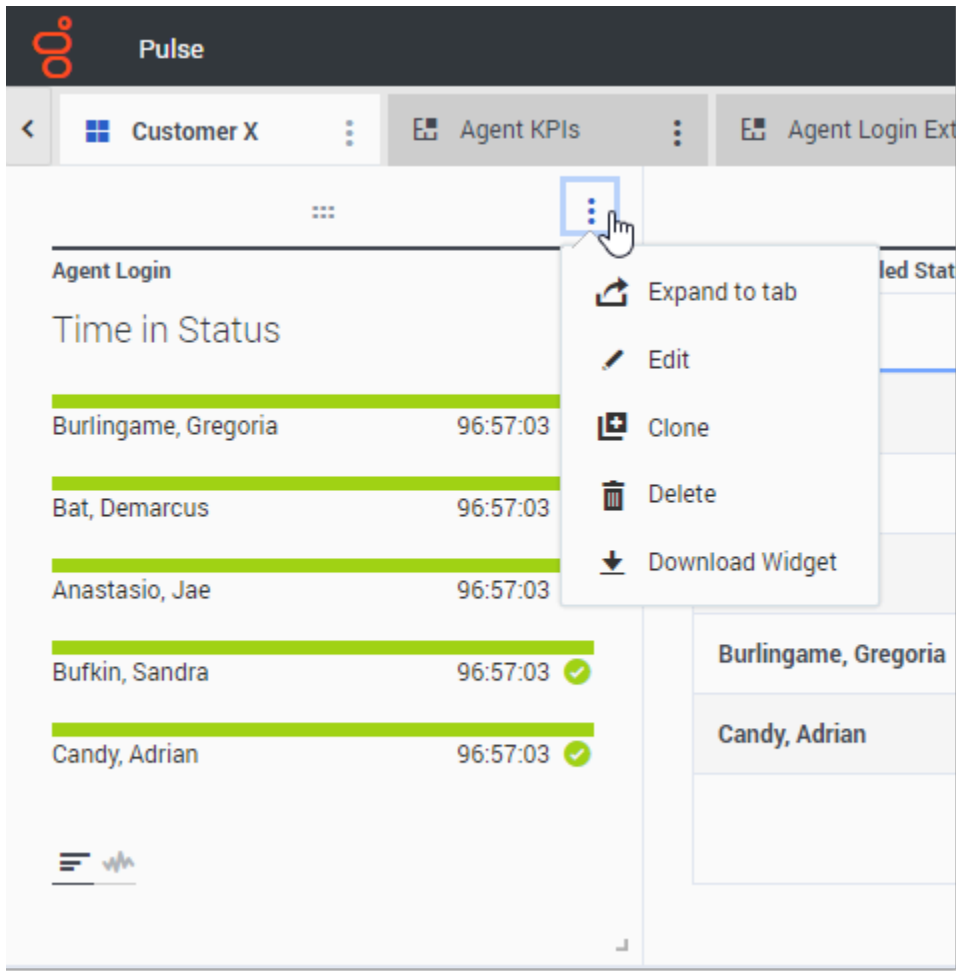


Use tabs to manage Genesys Pulse dashboards and wallboards. For more options, click the **More** kebab menu (the three vertical dots menu) in the upper right corner of the dashboard:

- **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.

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## Use Report Widgets



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

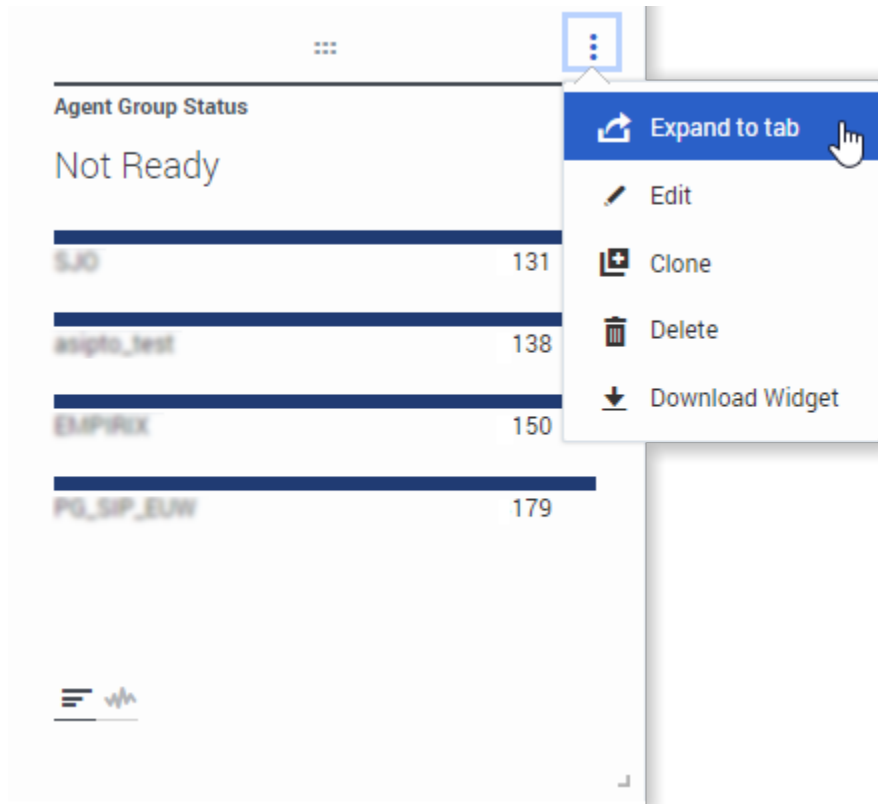
You can:

- **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.

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## Expand Reports to Dashboard

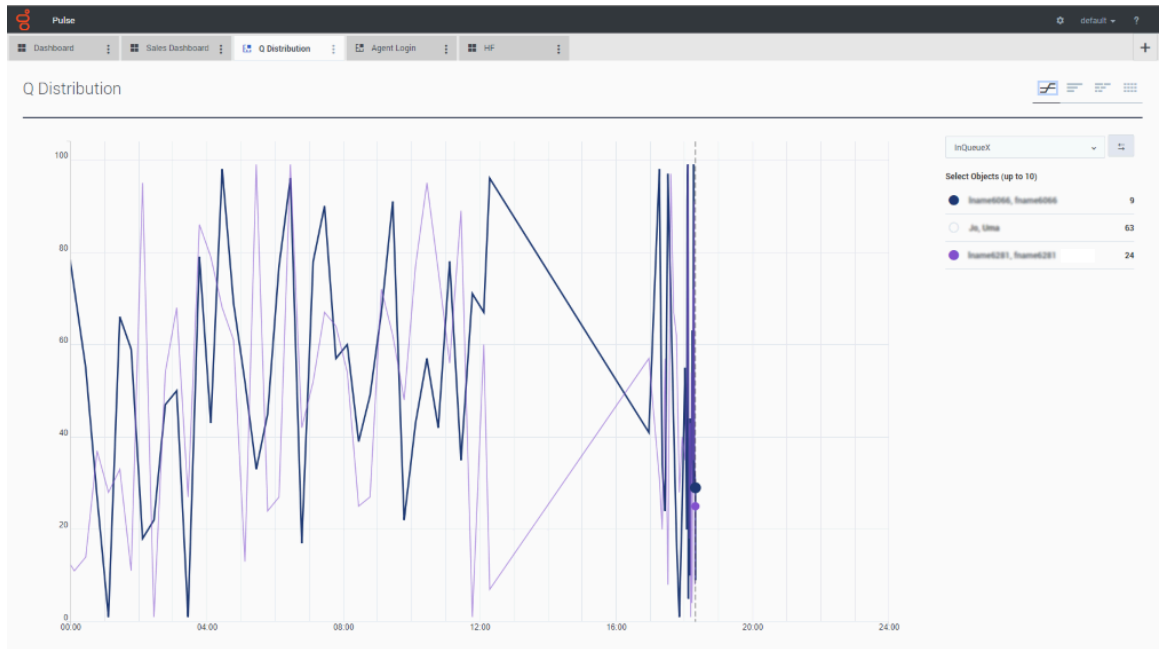


To see a detailed view of your report, click **More** in the upper right corner of a widget and select **Expand to Tab**. This expanded report opens within a new tab, so it doesn't impact your initial dashboard.

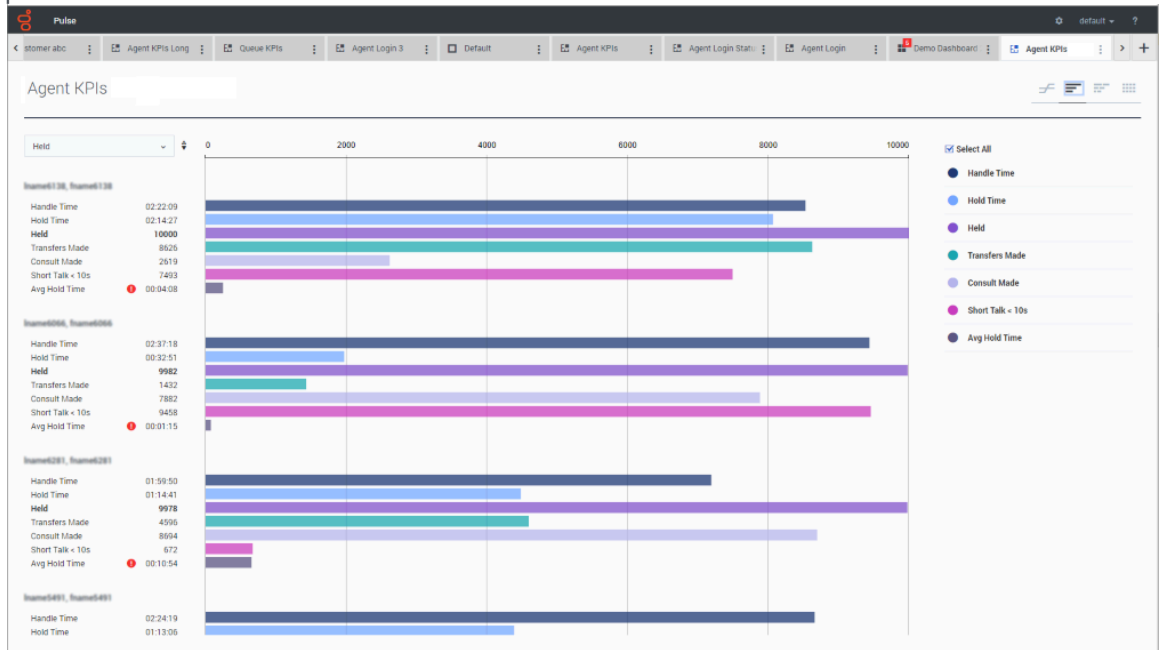
You can:

- 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

Search

Name ▲	Login Time ...	Ready Time	Not Ready Time	Break Time	Lunch Time	Offline Time	Ringin...
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 C
Iacovelli, Teresa	00:00:53 ✓	02:38:32	02:41:53	02:37:23	02:41:54	02:39:38	02:34:24 C
Juneau, Debbi	00:01:09 ✓	02:36:58	02:34:52	02:40:11	02:34:53	02:39:02	02:32:37 C
Kates, Wynell	00:00:05 !	02:32:53	02:37:07	02:35:04	02:42:32	02:42:33	02:41:30 C
Marley, Jonelle	00:00:29 ⚠	02:38:24	02:36:23	02:33:07	02:33:08	02:38:25	02:33:09 C
Mcquire, Dacia	00:01:23 ✓	02:42:06	02:34:38	02:33:32	02:37:46	02:34:39	02:43:04 C
Minix, Chantay	00:01:17 ✓	02:36:18	02:41:41	02:34:13	02:41:42	02:35:09	02:36:19 C
Petties, Maryanna	00:01:23 ✓	02:42:53	02:38:38	02:36:37	02:35:32	02:36:38	02:40:51 C
Strange, Lashawna	00:01:17 ✓	02:40:22	02:41:29	02:37:05	02:40:23	02:32:52	02:40:24 C
Sutton, Alisa	00:01:03 ✓	02:40:17	02:40:18	02:32:47	02:32:48	02:39:07	02:37:02 C
Warford, Kimberly	00:00:07 !	02:41:11	02:41:12	02:33:43	02:40:02	02:36:52	02:37:53 C

Row Density: Comfy, Compact (checked)

Row Color Contrast: Low, High (checked)

Reset Column Width

## 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