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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 interface. At the top left is the Genesys logo. Below it, the text reads "User, welcome to your Genesys Portal". On the top right, there are navigation links: "All Apps", "User", "Administration", and "Support". The main area contains a grid of 20 application icons, each with a label below it. The "Pulse Reporting" icon, located in the top right corner of the grid, is circled in black. The icons and their labels are 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.

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

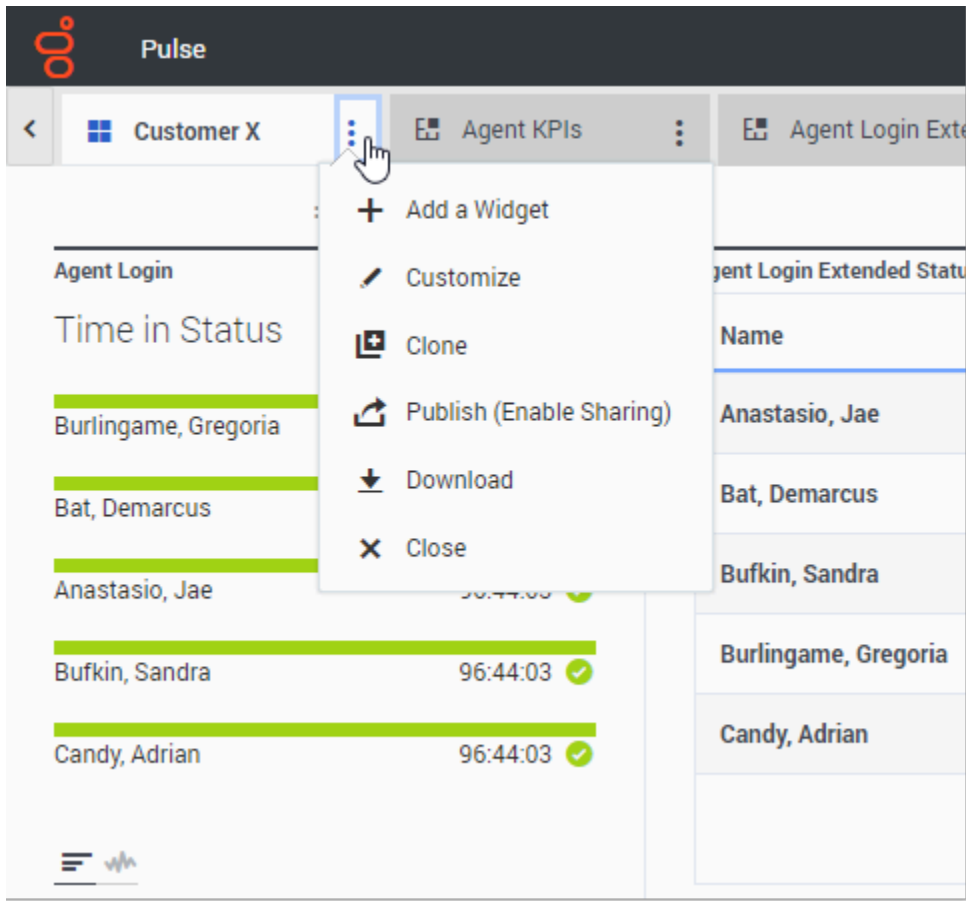
The screenshot displays the Genesys Pulse dashboard with several widgets:

- Agent Login Status:** A table with columns: Name, Time in Status, Login Time, and Continuous Login Time. Data includes agents like Anastasio, Jae; Bat, Demarcus; Bufkin, Sandra; Burlingame, Gr...; and Candy, Adrian.
- Agent KPIs:** A bar chart titled "Answered" showing metrics for Sutton, Alisa (6148), Kates, Wynell (6202), Hoffer, Gerardo (6228), Burlingame, Gregoria (6244), and Strange, Lashawna (6256).
- Alert Widget:** A summary of alerts with filters for (10) critical, (4) warning, (13) info, (7) expired, and (0) deactivated. Alerts include "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 donut chart for "Ready Time" with a total of 00:51:31, broken down by agents A, B, and C.
- Agent Login:** A donut chart for "Login Time" with a total of 00:01:31, broken down by agents A and B.
- Agent KPIs Random:** A line chart for "Login Time Random" showing trends for Gorbатовskiy, Dmitry; Bat, Demarcus; Bufkin, Sandra; and Doe, John.
- Agent KPIs Random:** A bar chart for "Login Time" showing a total of 00:01:01 for Gorbатовskiy, Dmitry.

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.

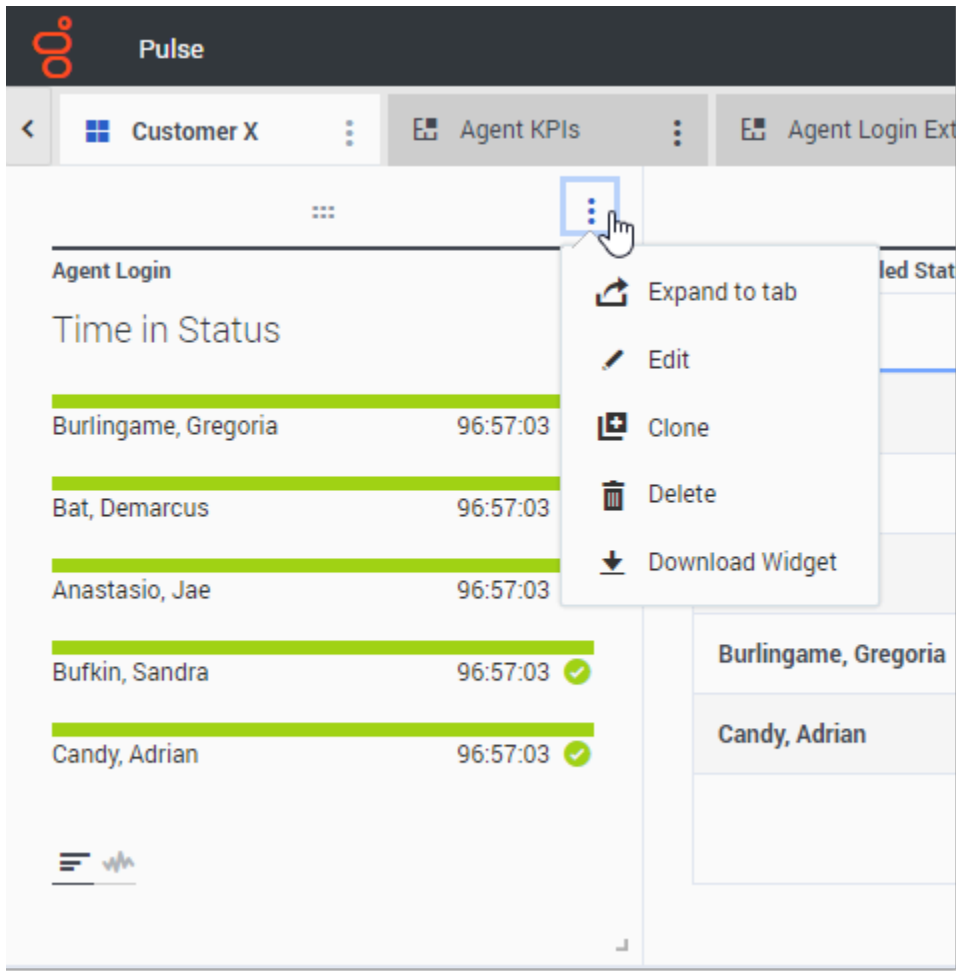
Manage Dashboards and Wallboards



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



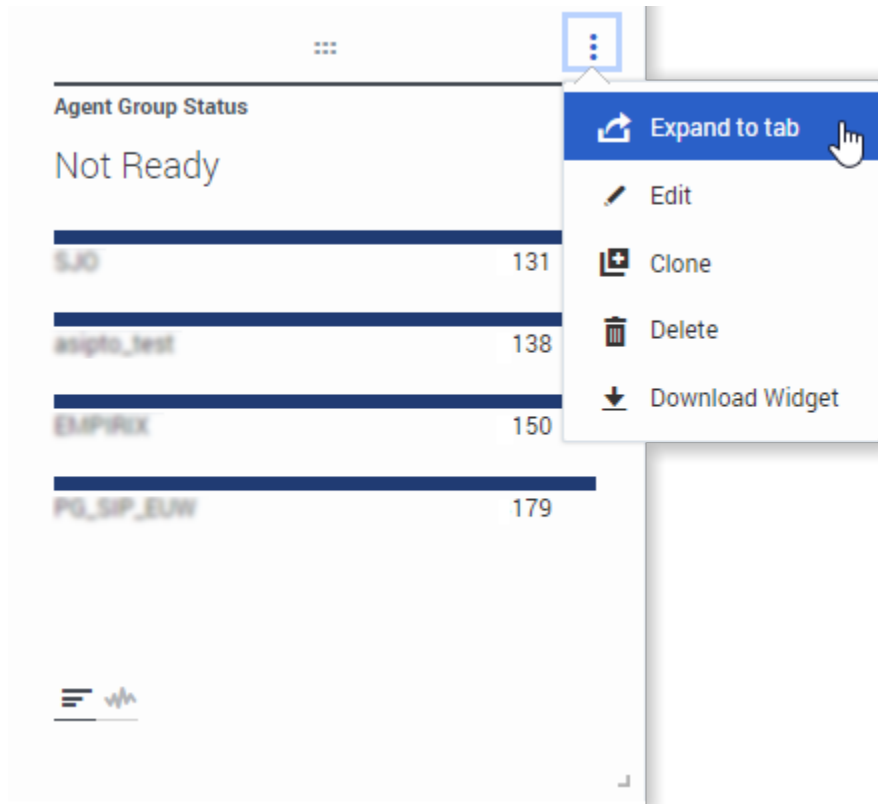
Genesys Pulse widgets display Donut, Data, Key Performance Indicator (KPI), Time Tracking, or List charts of key statistics for objects on your dashboard.

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.

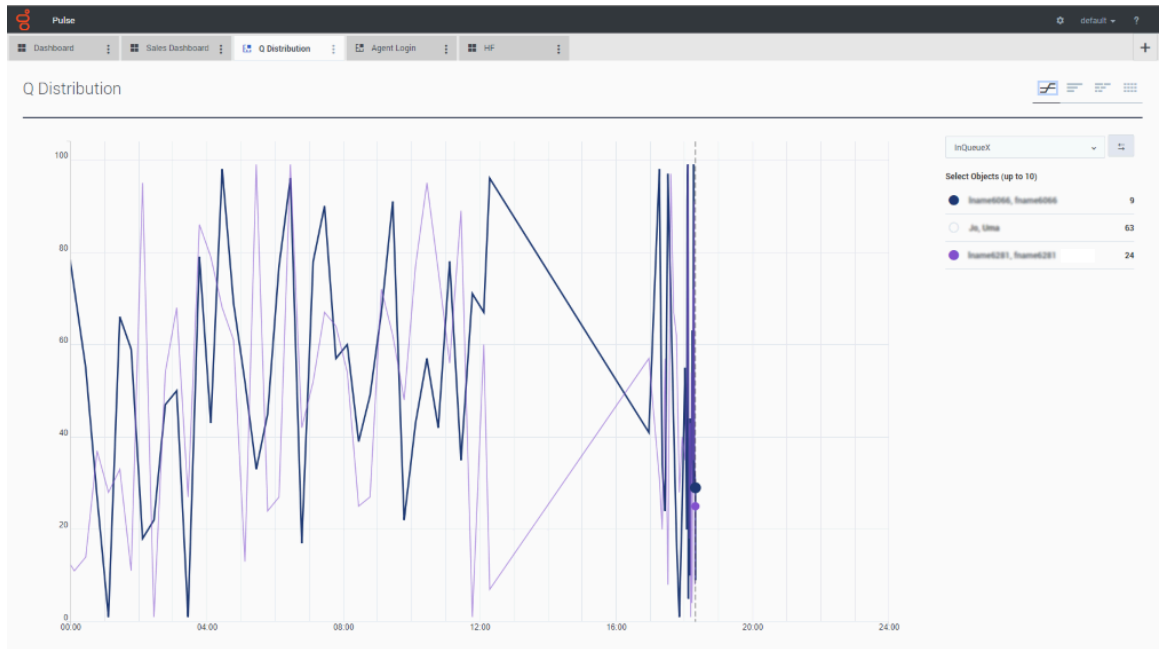
Expand Reports to Dashboard



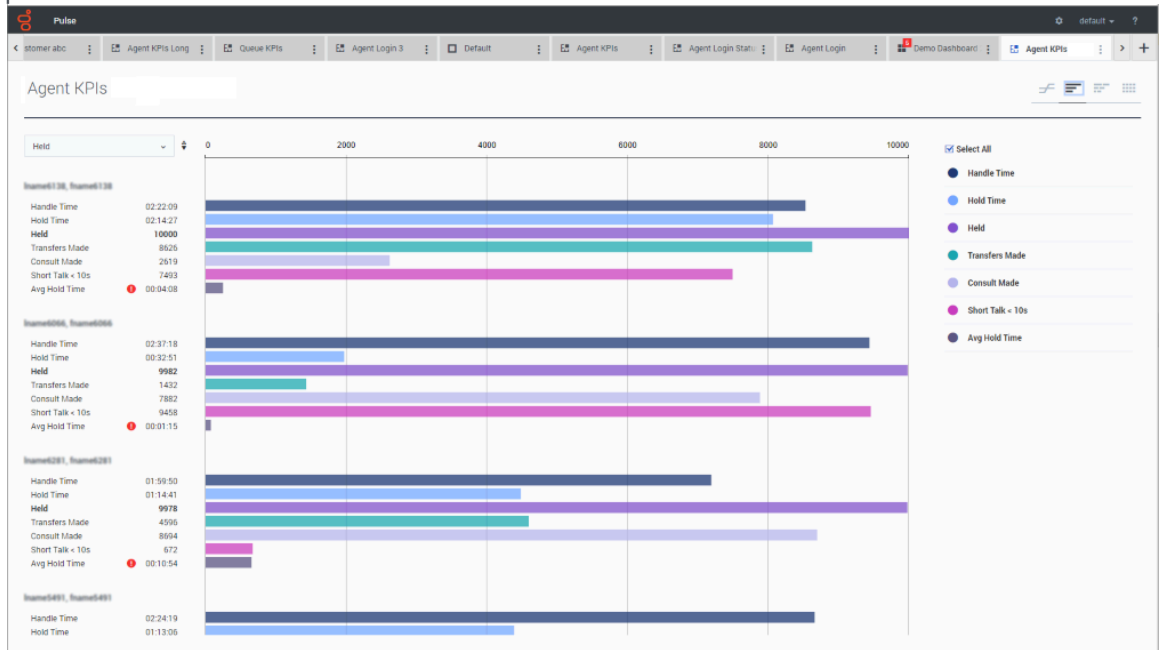
To see a detailed view of your report, click **More** in the upper right corner of a widget and select **Expand to Tab**. This expanded report opens within a new tab, so it doesn't impact your initial dashboard.

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

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