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Real-time Reporting with Pulse

Working with Dashboards and Wallboards

9/8/2025

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- Supervisor

Use Genesys Pulse dashboards and wallboards to display real-time reports.

Related documentation:

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Use Pulse dashboards and wallboards to display real-time reports within widgets, so that you can monitor your contact center to suit your needs.

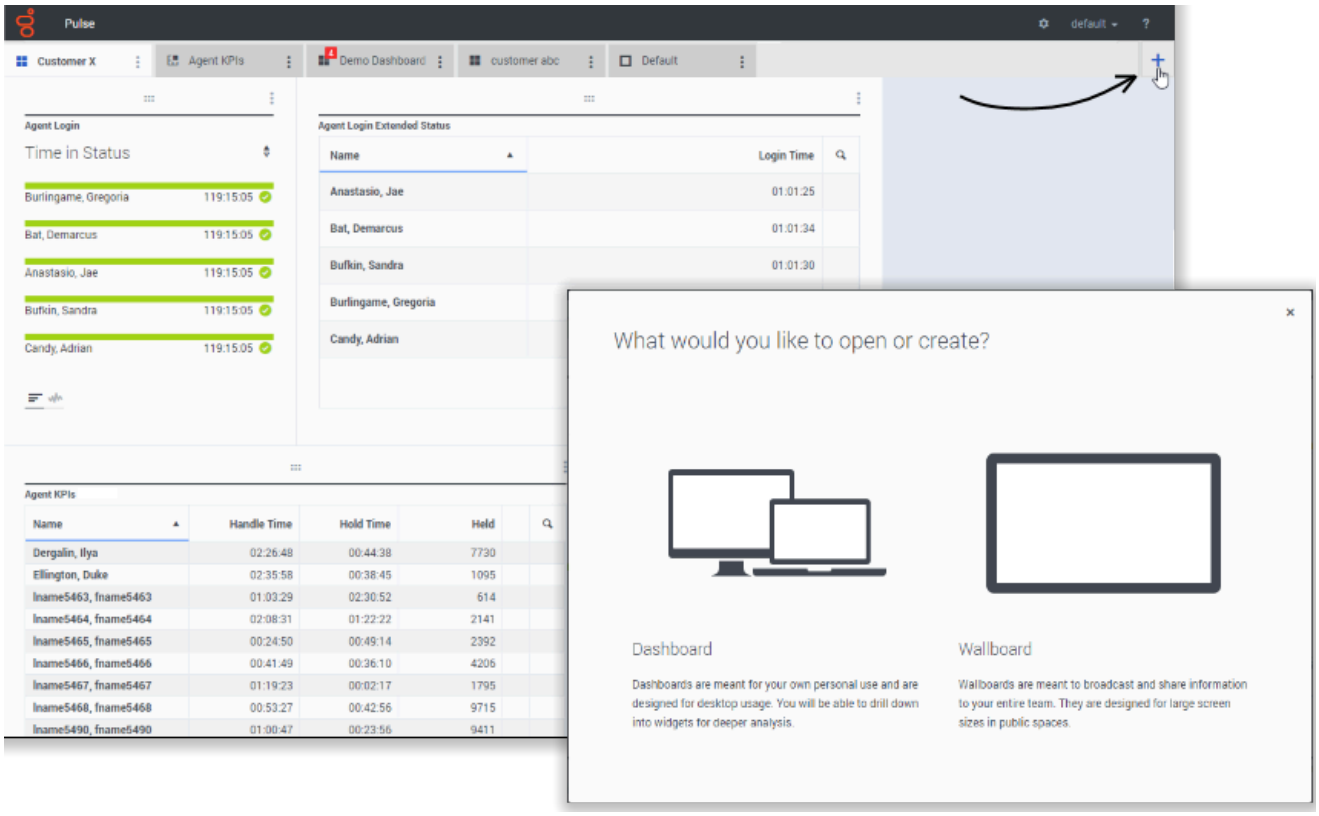
Dashboards are for personal use, and provide drill-down reports and contain more detail than a wallboard.

Wallboards can broadcast information on a large screen for a team of people. You can use only KPI widgets on your wallboards.

Video: Working with Dashboards and Wallboards

Link to video

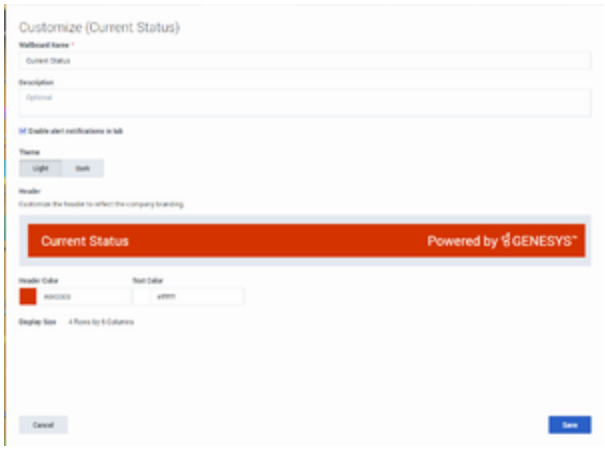
Add a Dashboard or Wallboard



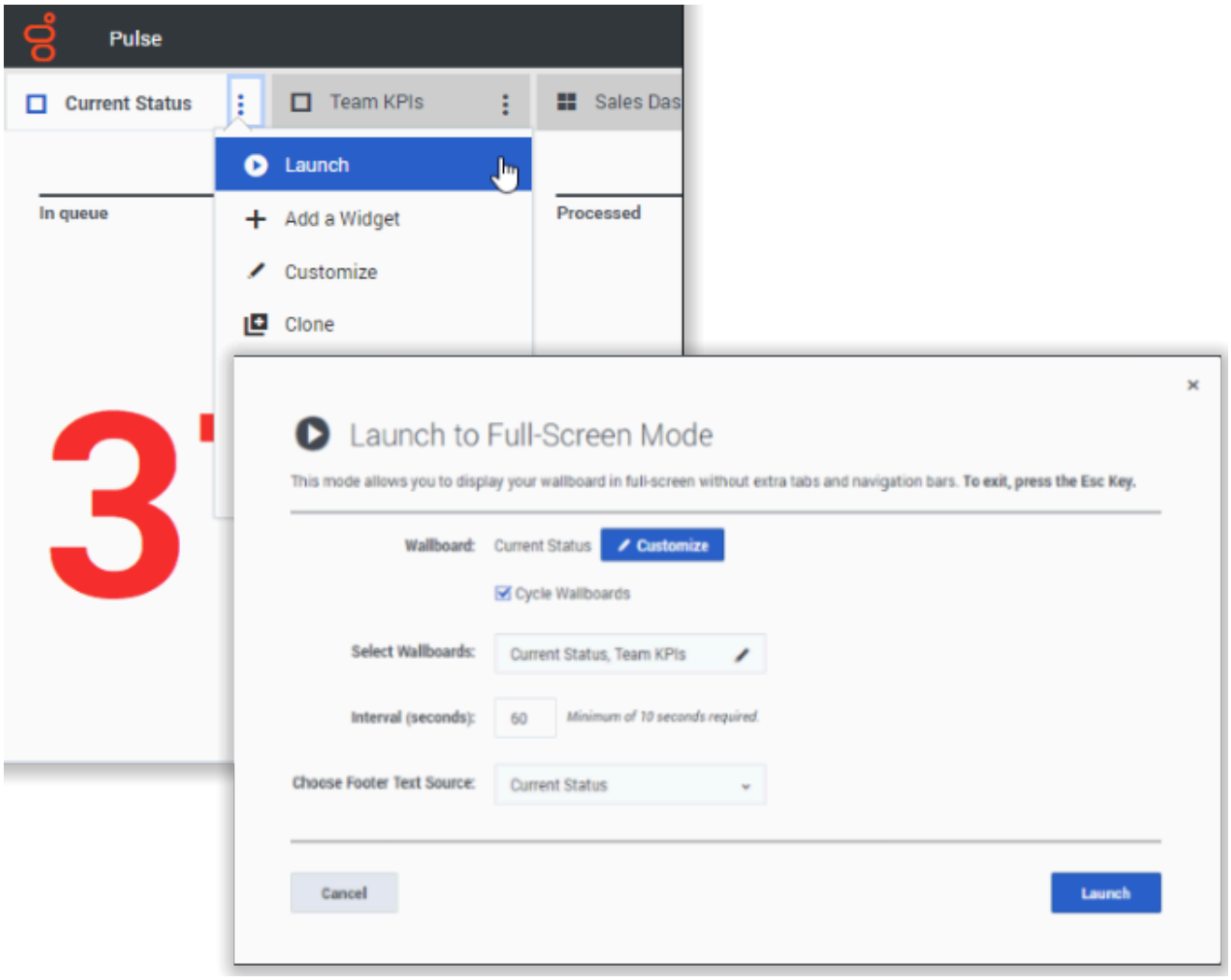
To open or create a new dashboard or wallboard, click **Add a Dashboard**, and choose between a dashboard and a wallboard.

The wizard guides you through the rest of the steps.

Once you have created a dashboard or wallboard, you can edit the title and set other options, such as Alert Notifications or the wallboard color theme. Select **Customize** from the dashboard menu to adjust settings.


Customize (Current Status)
Current Status
Powered by GENESYS

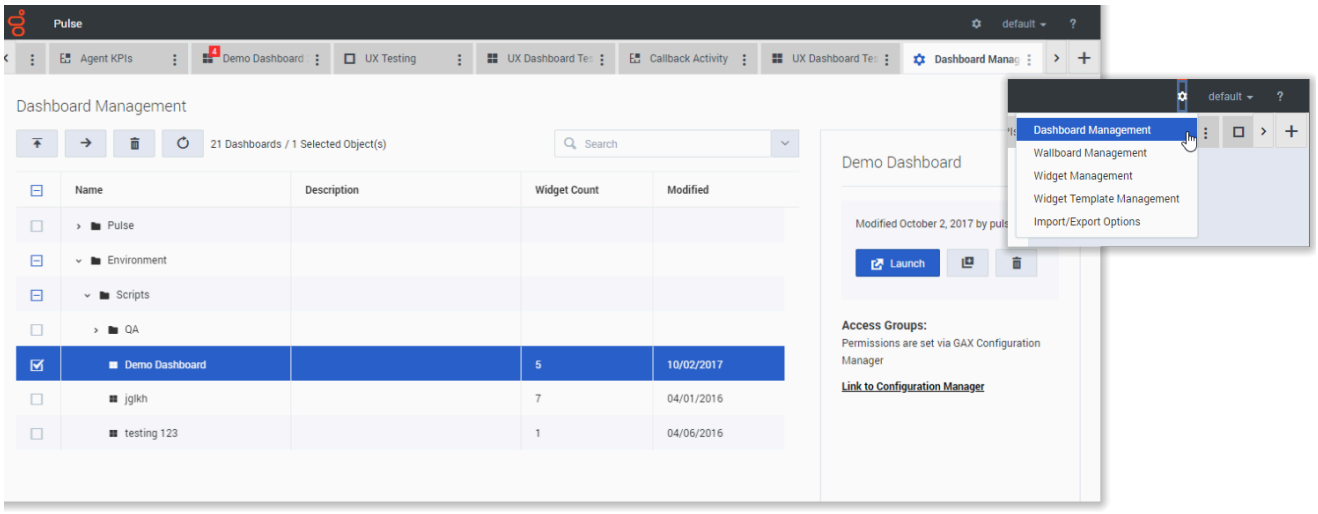
Display Wallboard Data in Full-screen Mode



Select **Launch** from the wallboard More menu to display the data in full-screen mode.

You can choose several wallboards to cycle. You can use pinned to the bottom Text Widget (see the Widget Templates page for more info) as a news ticker. This Footer Text Source (pinned Text Widget) will remain unchanged while wallboards are cycling.

Manage Shared Dashboards and Wallboards



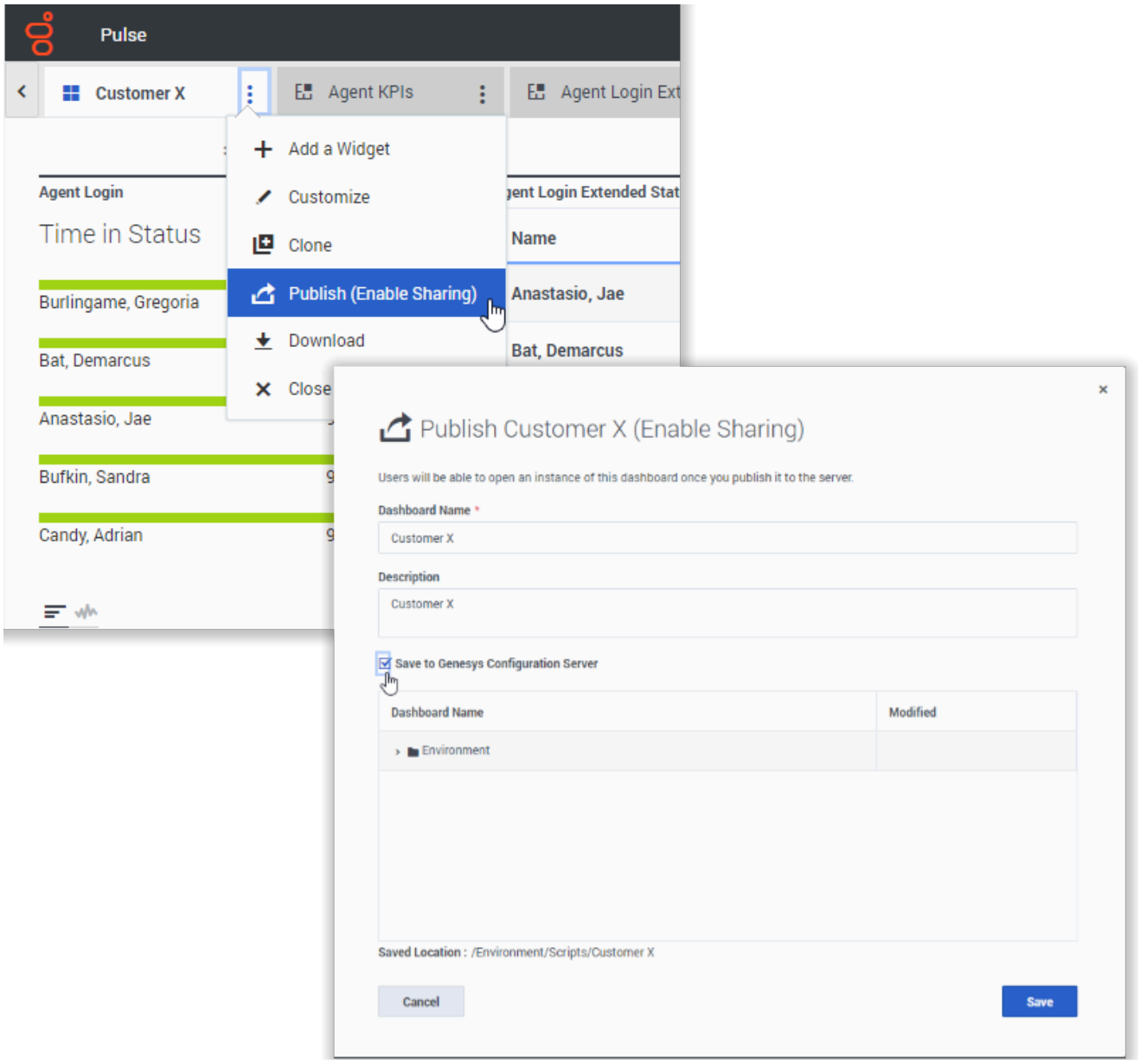
To manage shared dashboards and wallboards select **Manage**.

From here you can perform actions on dashboards and wallboards, including assigning them to groups of users.

Genesys Pulse lists saved and shared items in a table and displays item details to the right.

> ## Tip
> See Widget Templates to learn how to simplify widget creation.

Hide or Share a Dashboard or Wallboard with Other Users



You can share your custom dashboard or wallboard with others (for example, with a user group such as Sales Team Leads). When you **Publish** or **Save As** from the more menu, you must select **Save to Genesys Configuration Server**, and choose the directory to save and share the dashboard with others. Be sure to give it a name specific to the user's needs.

Use Dashboard Management to hide your dashboard from others. Select a dashboard, click **Link to Configuration Manager** on the right under **Access Groups**, and set permission settings for people who will view your dashboards.

> **Tip**
> You might not be able to manage access to your dashboards for other users, check with your supervisor or system administrator.
> To save dashboards or wallboards to Genesys Configuration Server, you need the Full Control access to the target directory.

What do I do next?

You might want to learn more about:

- Dashboard and wallboard examples
- Add report widgets to your dashboard or wallboard
- Popular real-time reports
- Displaying external content using an IFRAME widget