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Real-time Reporting with Pulse

Widget Management

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- Administrator
- Supervisor

Widget Management allows administrators and supervisors to perform basic operations with widgets (editing, removing, activating, deactivating).

Related documentation:

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Overview

As an administrator, you can use Widget Management to get an overview of widget usage and to perform basic operations such as editing, removing, and activating/deactivating widgets belonging to any user. You can see the summary information about the number of widgets for each user and for each dashboard or wallboard:

| Name | Type | Widget Count | Modified | Status |
|-------------------------|----------------------|--------------|----------|--------|
| default | User | 5 | | Active |
| jdoe | User | 3 | | Active |
| Sales Team Lead | Dashboard | 2 | Today | |
| Agent KPIs | List Widget | - | | Active |
| Facebook Media Activity | List Widget | - | | Active |
| Sales Wallboard | Wallboard | 1 | Today | |
| Agent Login | KPI Wallboard Widget | - | | Active |
| msmith | User | 1 | | Active |
| Blank Dashboard | Dashboard | 1 | Today | |
| Agent Login | Grid Widget | - | | Active |

Agent Login

Widget refresh rate: 10 seconds

Statistics (15):
Business Result
Continuous Login Time
Current Status
Customer Segment
Employee Id
Extension
Login Id
Login Time
Place
Position
+ 5 More

Objects (1):
Johnson, Paul

Widget Management

9 Widgets / 1 Selected Object(s)

| name | Type | Widget Count | Modified | Status |
|-------------------------|----------------------|--------------|----------|----------|
| default | User | 5 | | Active |
| jdoe | User | 3 | | Active |
| Sales Team Lead | Dashboard | 2 | Today | |
| Agent KPIs | List Widget | - | | Inactive |
| Facebook Media Activity | List Widget | - | | Active |
| Sales Wallboard | Wallboard | 1 | Today | |
| Agent Login | KPI Wallboard Widget | - | | Active |
| mamith | User | 1 | | Active |
| Blank Dashboard | Dashboard | 1 | Today | |
| Agent Login | Grid Widget | - | | Active |

Facebook Media Activity

Widget refresh rate: 10 seconds

Statistics (12):

- % Accepted
- % Missed
- % Rejected
- Accepted (60m)
- Concurrent Facebooks
- Missed (60m)
- Missed (60m)
- Offered (60m)
- Offered (60m)
- + 2 More

Objects (41):

- ???, ???
- ?????, ?????
- dfter, dfter
- Doe, John
- ezpulse, ezpulse
- ezpulse, ezpulse
- ezpulse1, ezpulse1
- Johnson, Paul
- new_agent, new_agent
- newly_added, newly_added
- + 31 More

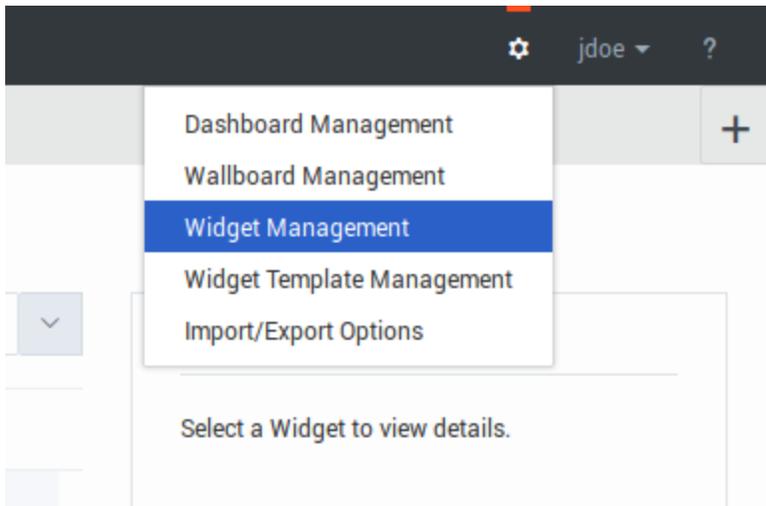
Using the summary information, you can reduce Genesys Pulse Collector load by either deactivating or removing unneeded widgets.

- Deactivating a widget means that data is not collected for that widget. A deactivated widget becomes active automatically as soon as a user opens it again.
- Removing a widget means that the widget is no longer available for use.

Users that were removed from Genesys Configuration are marked as Inactive. You can safely remove them from Genesys Pulse, together with their dashboards and widgets.

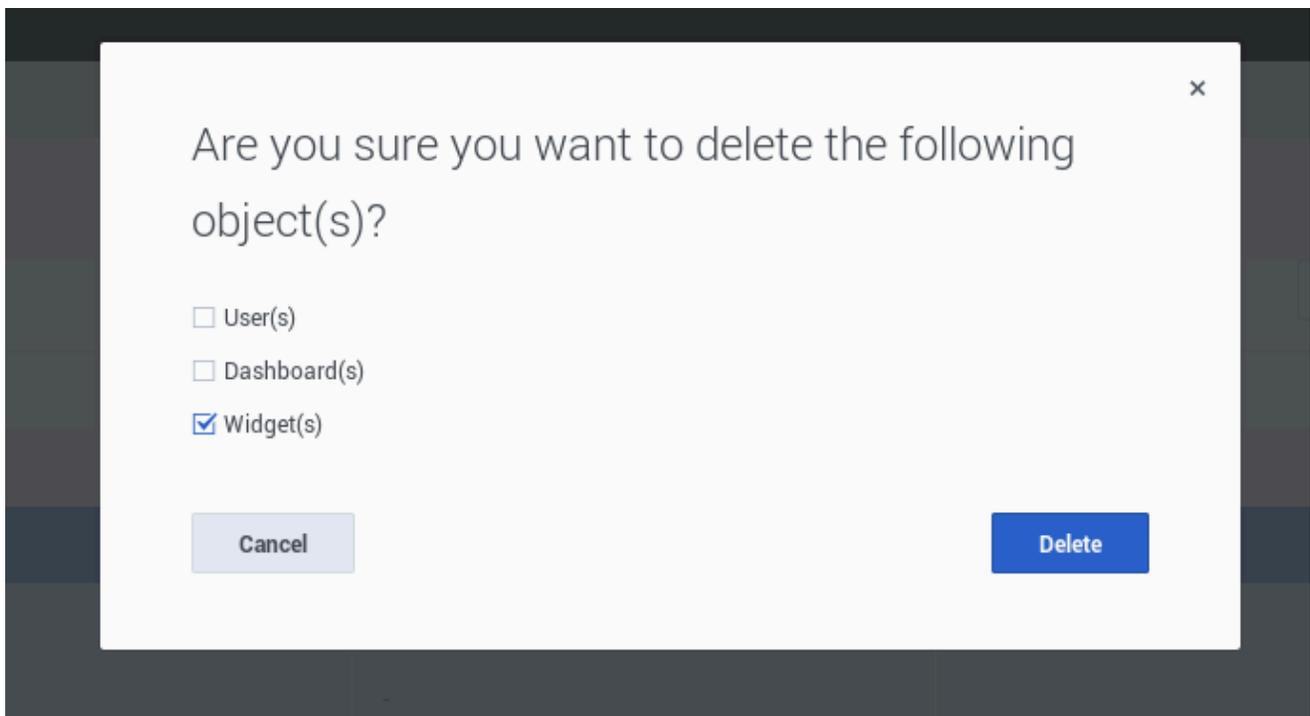
Manage Genesys Pulse Widgets

To open the Widget Management screen select Widget Management in the Settings menu:



From here you can perform the following actions:

- Overview, edit, activate/deactivate, or remove widgets.
- Remove dashboards or wallboards (you can delete a dashboard or wallboard completely or choose to delete widgets and leave empty dashboards or wallboards).
- Remove users (you can delete a user completely or choose to delete widgets and leave empty dashboards or wallboards).



Important

- A user who is removed in Widget Management is not removed from Genesys Configuration. The user can log in to Genesys Pulse again as a new user without launched dashboards.
- Shared widgets and personal widgets containing an identical set of statistics and objects may have to be deactivated or activated together. In this case, you need to confirm the activation/deactivation action from the dialog with all affected widgets listed.
- Deactivated widgets are activated automatically when the owner user logs in to Genesys Pulse.

The following related widget(s) will be deactivated:

| Widget Name | User |
|-------------|--------|
| Agent Login | msmith |
| Agent Login | jdoe |

 Once activated again, the widget would not provide any data for the inactive period.

Cancel

Deactivate