GENESYS™

Real-time Reporting with Pulse

Widget Management

2/21/2026

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- Administrator
- Supervisor

Widget Management allows 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:

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:
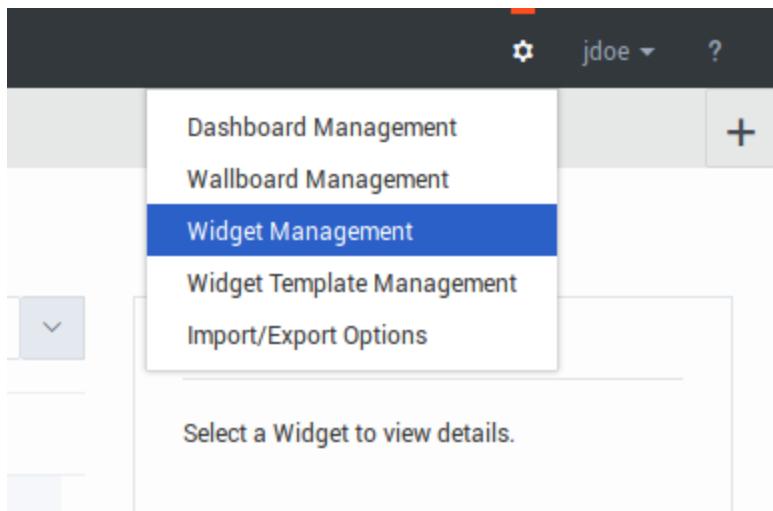
From here you can perform the following actions:

- 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).
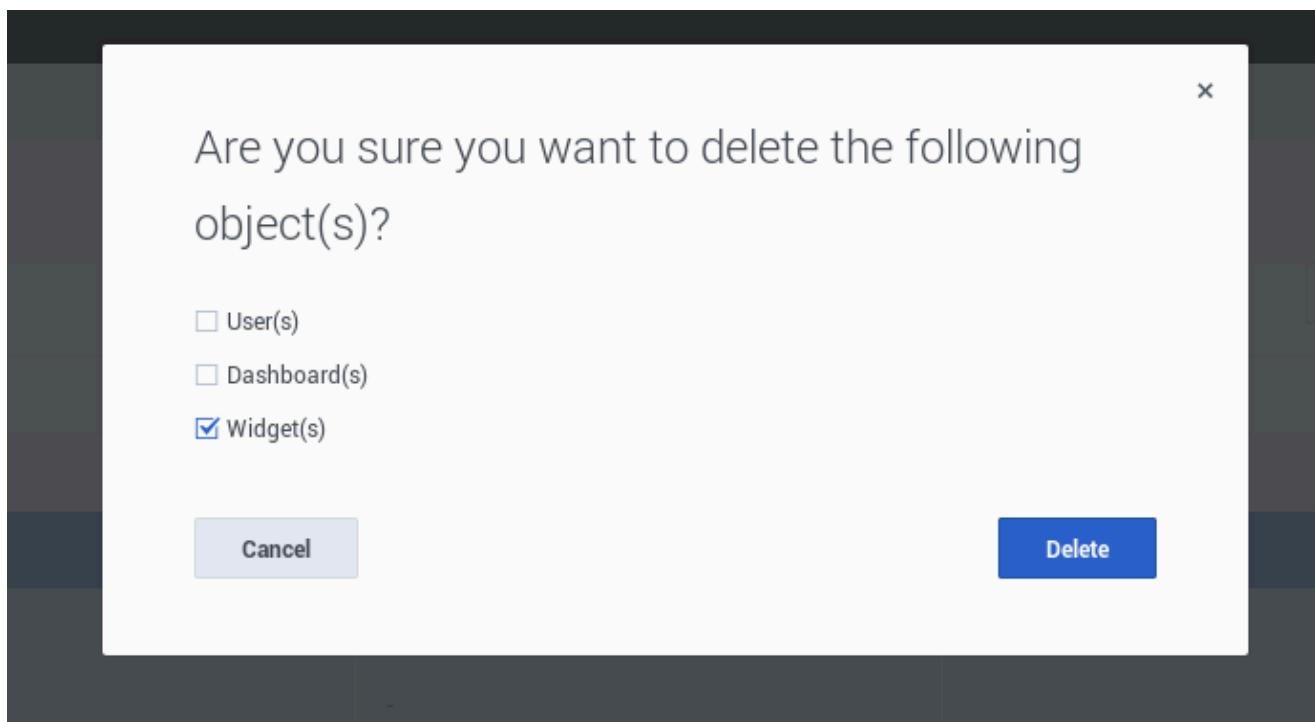
Important

- 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