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Real-time Reporting with Pulse

Widget Types

Contents

- 1 Alert widget
- 2 Donut Widget
- 3 Grid Widget
- 4 KPI Widget
 - 4.1 Dashboard KPI Widget
 - 4.2 Wallboard KPI Widget
- 5 Line Chart
- 6 List Widget
- 7 Text widget



- Supervisor

Types of widgets that you can add to your Genesys Pulse dashboard or wallboard.

Related documentation:

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The widgets on the Genesys Pulse dashboard display charts that provide an at-a-glance view of what is happening in your contact center. The best way to choose a report widget type is to preview the widget when you add a new widget. This allows you to see which widget type best displays what you want to see in your report. The Text widget is created from the Text Widget template and the Alert widget is created from Alert Widget template.

Alert widget

The screenshot displays an 'Alert Widget' interface. At the top, there are summary statistics: 2 alerts with red exclamation marks, 0 with yellow triangles, 2 with green checkmarks, 0 expired, and 0 deactivated. Below this, four alert cards are listed:

- Service Level (10s) for US_VQ_Group is $\geq 110\%$** : Value 3813%, status red exclamation mark. Source: Queue KPIs, Demo Dashboard 2. Last updated: 17:44. Actions: Snooze, Deactivate.
- Service Level for US_VQ_Group is $\geq 110\%$** : Value 3825%, status red exclamation mark. Source: Queue KPIs, Demo Dashboard 2. Last updated: 17:44. Actions: Snooze, Deactivate.
- Service Level (20s) for US_VQ_Group is $\leq 7000\%$** : Value 3822%, status green checkmark. Source: Queue KPIs, Demo Dashboard 2. Last updated: 17:44. Actions: Snooze, Deactivate.
- Not Ready for multiple Agent Groups is ≤ 3000** : Value 5 Objects, status green checkmark. Source: AirBnB Agent Group Status, Demo Dashboard 2. Last updated: 17:45. Actions: Snooze, Deactivate.

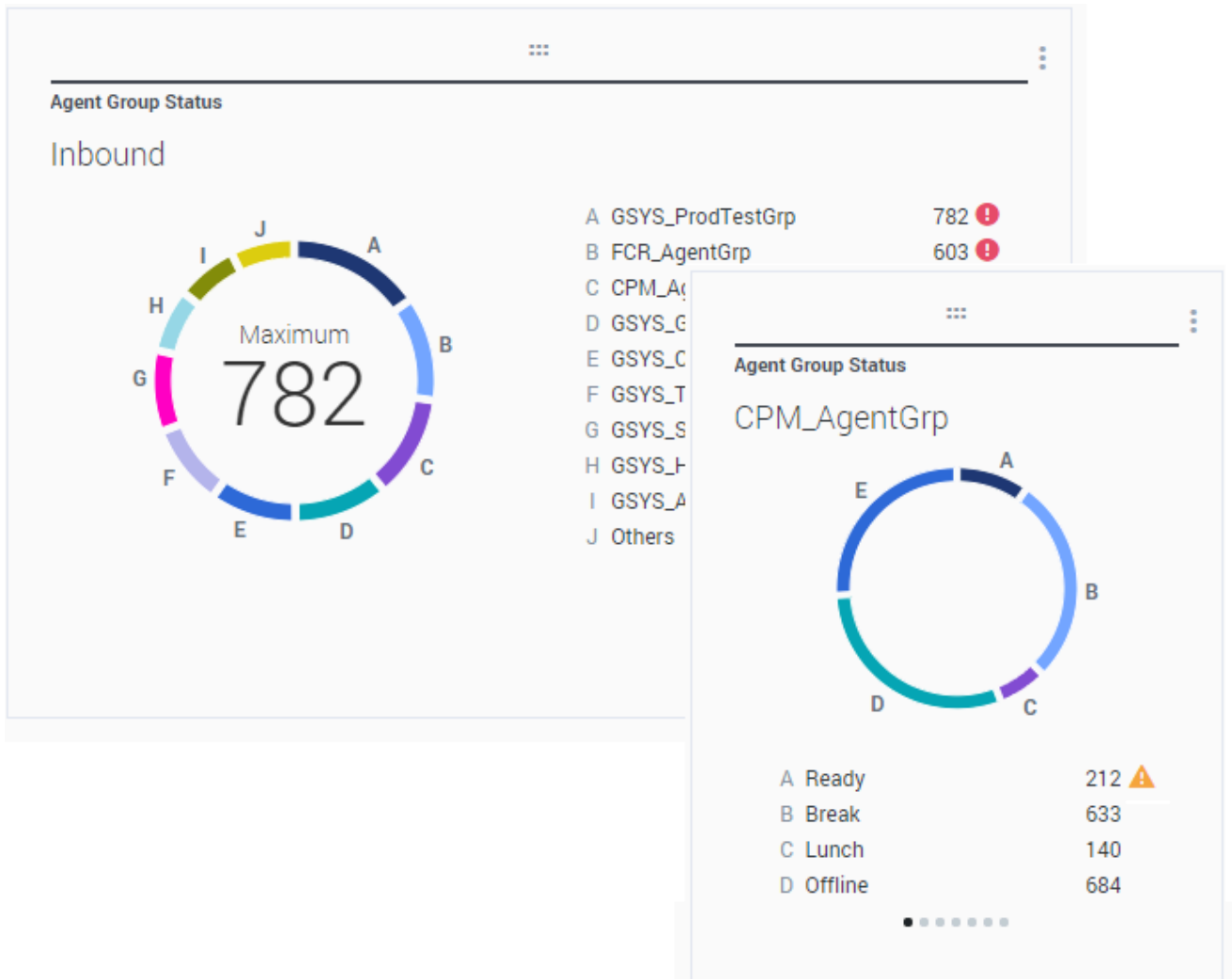
Below the alerts, a summary for the 'Not Ready' alert shows four categories:

Category	Count	Percentage
≥ 5000	0	0% of Objects
≥ 4000	0	0% of Objects
Neutral	0	0% of Objects
≤ 3000	5	100% of Objects

At the bottom left, there is a 'Snooze All' button with a crossed-out icon.

The Alert widget is created from the Alert Widget template. Alerts from widgets on specified dashboards (or wallboards) will be displayed on the Alert widget. Alerts can be deactivated (and reactivated later) or snoozed (the default snooze timeout is 15 minutes).

Donut Widget



A Donut chart shows a proportional representation of the parts of a whole sample, similar to a pie chart.

The Donut widget displays either:

- One statistic for up to ten specific objects. If more than 10 objects are defined, the widget displays specific values for nine of them and summarized Others value for the rest.
- One object with the values of up to ten defined statistics.

Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.

The Total, Average, Maximum, Minimum, or no value can be displayed in the

center of the Donut widget.

Grid Widget

Edit Widget (Demo Dashboard) > Agent KPIs

Objects Statistics Display Options Alerts

Preview in Presentation Mode (live data not shown here)

Agent KPIs

Name ▲	Login Time Ra...	Ready Time	Not Ready Time	Q
Anastasio, Jae	00:06:56 ✓	00:14:08	00:07:41	
Batt, Demarcus	00:02:27 ✓	00:08:47	00:00:39	
Bufkin, Sandra	00:08:22 ✓	00:02:56	00:12:05	
Burlingame, Greg...	00:10:33 ✓	00:09:09	00:15:04	
Candy, Adrian	00:15:43 ✓	00:03:47	00:16:34	
Doe, John	00:02:51 ✓	00:03:22	00:06:04	
Doom, Tona	00:12:37 ✓	00:02:02	00:04:47	
Gildersleeve, Libr...	00:05:58 ✓	00:03:22	00:02:16	
Hilyard, Ellena	00:07:56 ✓	00:01:11	00:10:31	
Hoffer, Gerardo	00:09:54 ✓	00:01:39	00:12:46	
Inoué, Tazuo	00:12:44 ✓	00:00:58	00:16:12	

Statistics

3 Selected

Pin Name Column

Row Density

Comfy Compact

Row Color Contrast

Low High

Widget refresh rate

60 seconds

Cancel Save

The Grid widget displays a list of items and their related statistics.

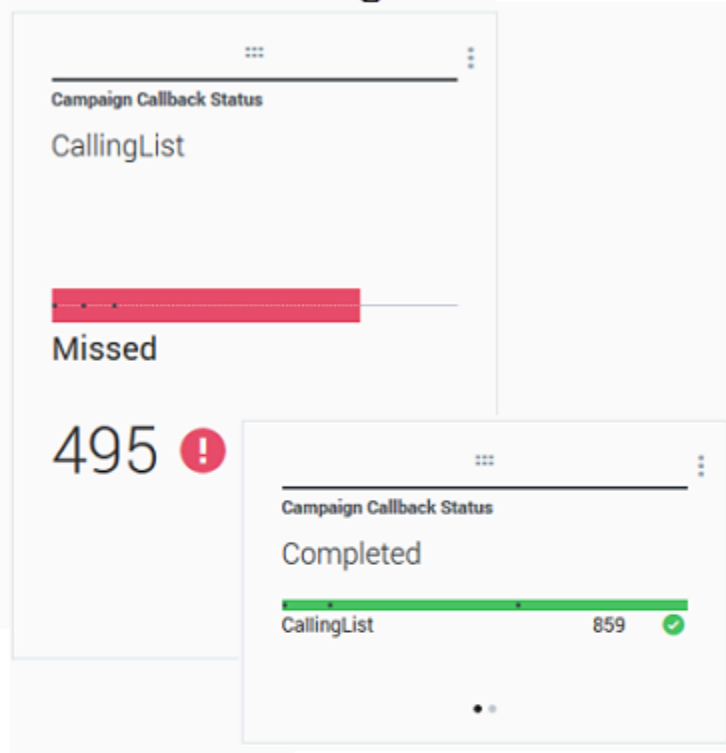
Starting with release 9.0.001, new options are available on the Display Options tab of the Widget Wizard for the Grid widget:

- **Row Density:**
Comfy (default) or Compact
- **Row Color Contrast:**
Low (default) or High

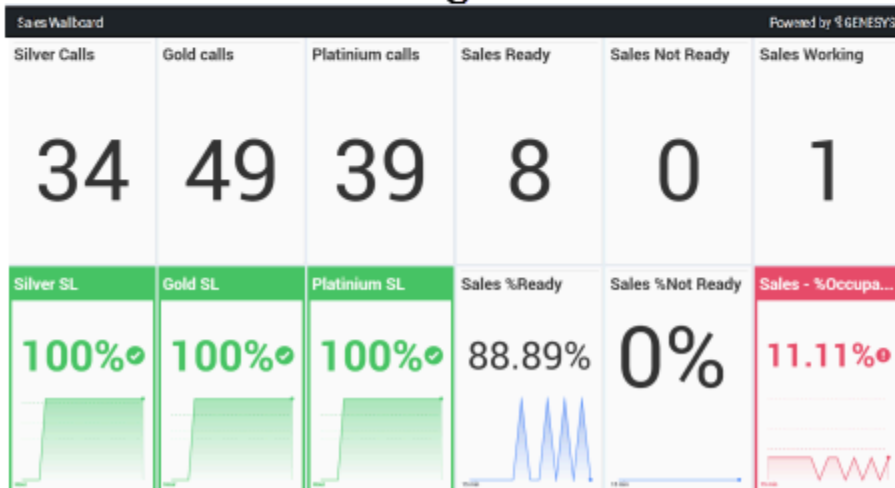
The Grid widget can display grouped by columns statistics.

KPI Widget

dashboard KPI widgets



wallboard KPI widgets



Dashboard KPI Widget

The dashboard KPI widget displays either one statistic for several objects or several statistics for one object, depending on the value of the Cycle By option. The Cycle By option is available if the widget has objects selected individually, not by group.

Wallboard KPI Widget

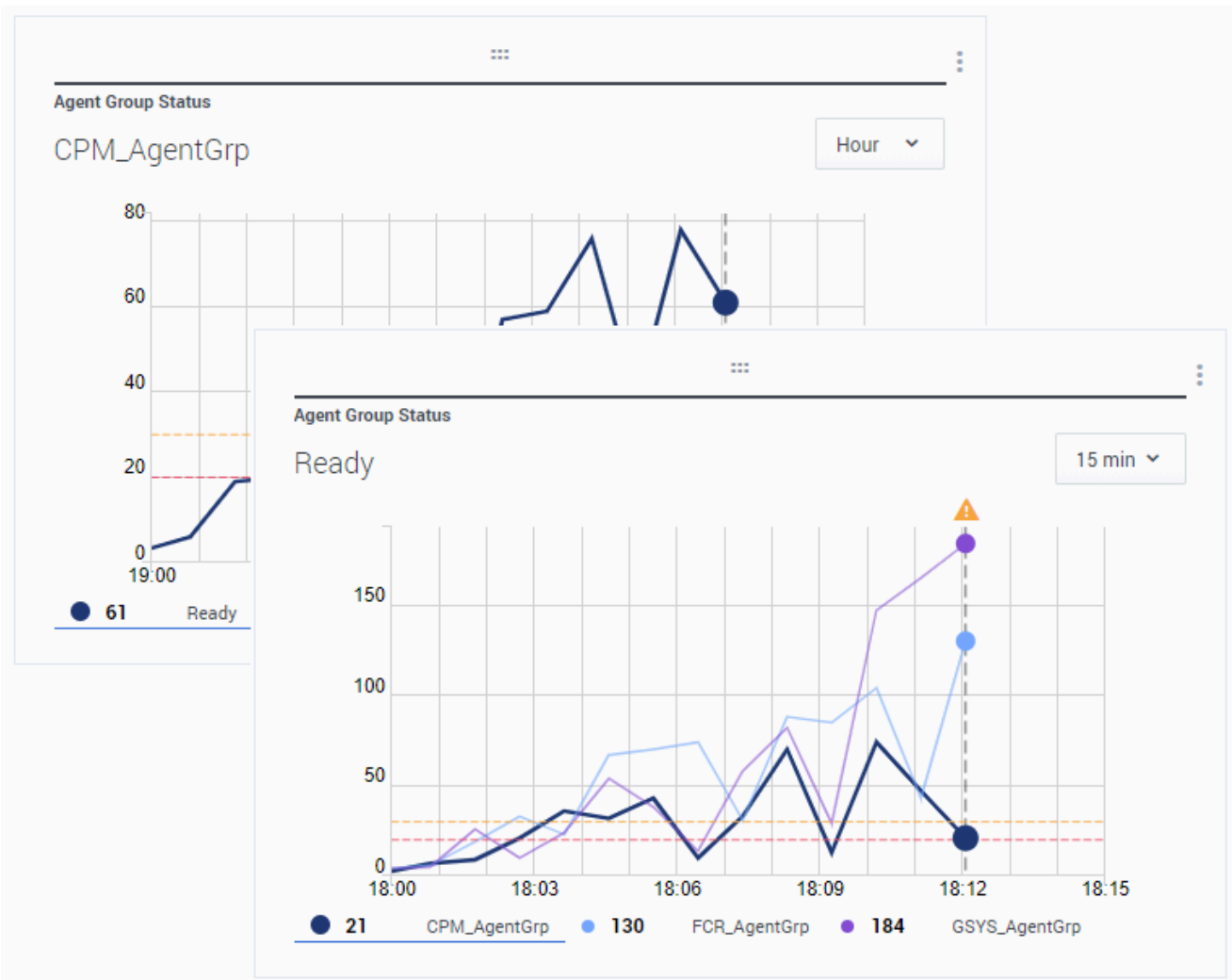
The wallboard KPI widget is different from the dashboard KPI widget. The Wallboard KPI widget displays only one statistic for one selected object and is designed for large screen sizes. You can choose only between a regular or sparkline widget.

You can enable an additional line for a statistic trend if you change the **Format** option to **Sparkline**.

Important

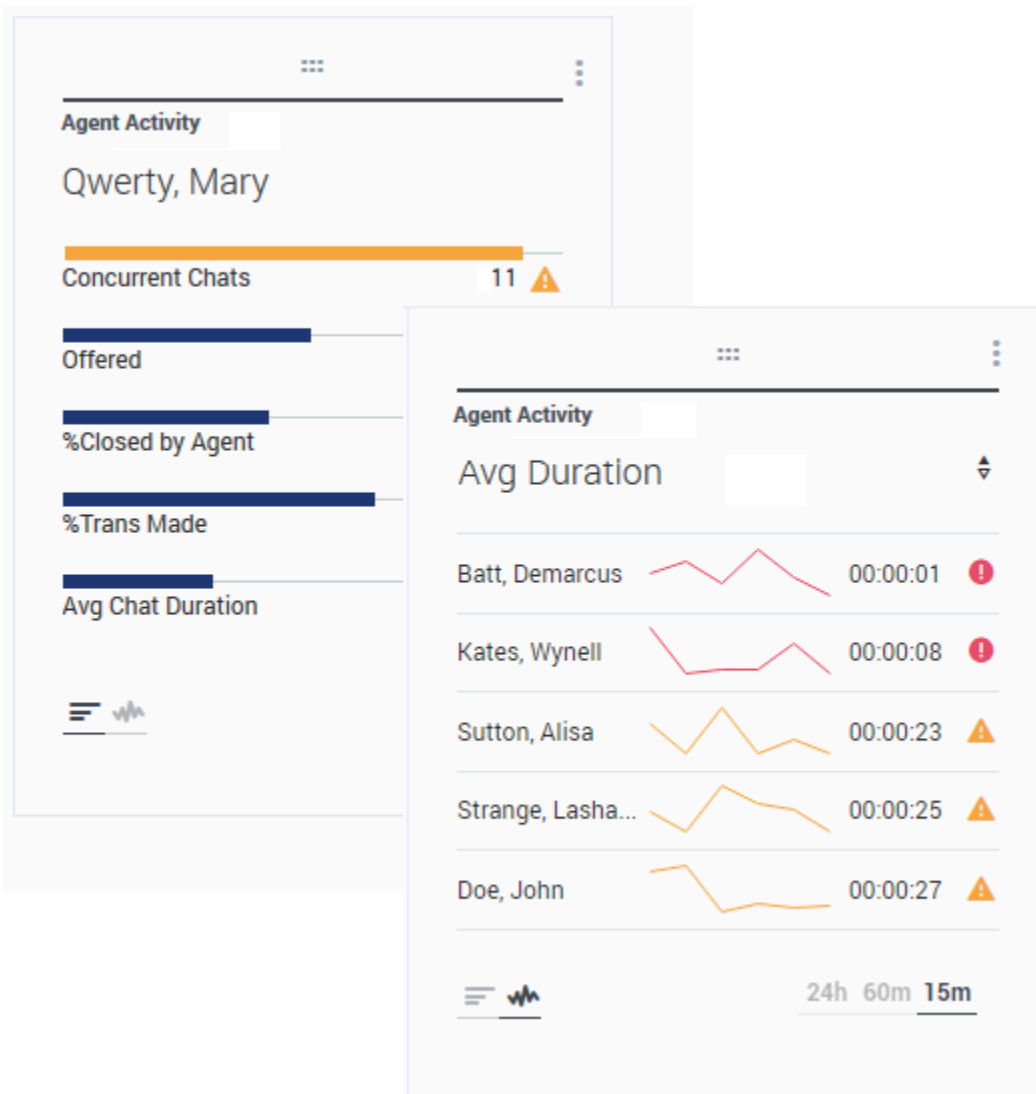
The maximum value for the bar charts in KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Line Chart



You can use the line chart to, for example, compare the trend of calls answered by each agent. You can choose the 15 minutes, one hour or one day display interval. Select up to three objects with the Headline type Statistics or up to three statistics with the Headline type Object.

List Widget



The List widget displays either one statistic for many objects or many statistics for one object. Depending on the reference selected, the Headline type option might be available for this widget type.

The maximum value for the bar charts in List widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Important

Non-numeric (error) values are converted to numeric to land on a straight line between the previous and next valid values.

For example, if a statistic has the historical values:


10, 10, 10, 10, Error, Error, Error, 50, 50, Null, 10.

The chart values may be drawn on a straight line as:

10, 10, 10, 10, 20, 30, 40, 50, 50, 30, 10.

Text widget

The screenshot shows the configuration interface for a Text Widget. It is divided into several sections:

- Display Options:** A tab at the top left.
- Widget Title:** A yellow input field containing "Text Widget".
- Show Title in Widget:** A checked checkbox.
- Size:** A color selection tool with a grid and a color bar. Below it, a color picker shows the selected color as "#2d8cd2".
- Text:** A text editor with a toolbar containing "Normal", "B", "I", and "A" (text color). The text area contains the following text: "Text widget allows to display the text information. It can be pinned to the bottom of a dashboard or wallboard and used as a news ticker. You can change the size and style of the text, customize the background color." Below the text area, a note states: "Specific font size is applicable for the - Pinned to Bottom:** A section at the bottom right with a "Pinned to Bottom" icon and a blue bar containing the text: "Text widget allows to display the text information. It can be pinn..." followed by three dots.

The Text widget is created from the Text Widget template.

Starting with release 8.5.108, Genesys Pulse includes the ability to display broadcast information to its audience with a text widget type. The text widget can be displayed as a news feed ticker and edited by Administrators.

Starting with release 9.0.001, you can change the size, color, and style of the text and customize the background color. When created on a wallboard, text widget, by default, inherits the current wallboard's theme in the full-screen mode.