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Real-time Reporting with Pulse

[Add a Widget](#)

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- Supervisor

You can add a new report widget to your Genesys Pulse dashboard or wallboard.

Related documentation:

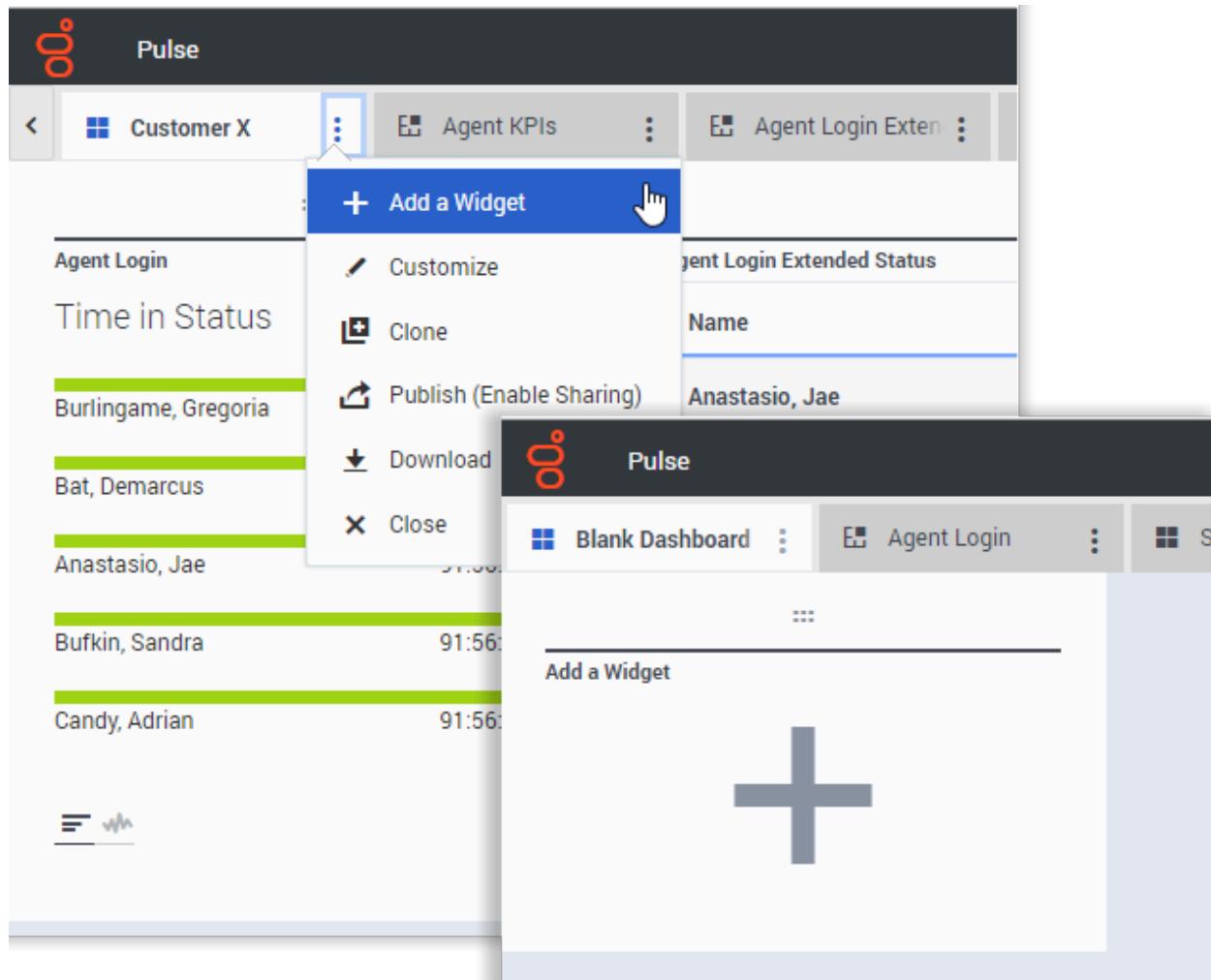
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It is easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify widgets and report templates.

Video: Add a widget

[Link to video](#)

Add Reports



There are two ways you can add a report to your dashboard or wallboard:

- Click the more icon in the right corner and click **Add a Widget**.
- On empty dashboards and wallboards, click the **Add a Widget** icon.

Genesys Pulse opens a report builder to guide you.

Build a Report

The screenshot shows the Genesys Pulse interface for building a report. At the top, there is a navigation bar with various dashboard options like 'Customer X', 'Agent KPIs', 'Agent Login Exten...', 'Demo Dashboard', 'Queue KPIs', and 'customer abc'. Below the navigation is a search bar and a 'Create Widget' button. A list of existing widgets is shown, with 'Agent Group Status' selected. To the right, a preview window displays the 'Agent Group Status' template with a 'Create Widget' button highlighted. The main workspace shows the 'Agent Group Status Template' configuration, with tabs for 'Objects', 'Statistics', 'Display Options', and 'Alerts'. The 'Objects' tab is active, showing a list of objects including 'Name', 'Environment', 'Agent Groups', and 'GSYS_Client_Logging', with 'GSYS_Client_Logging' selected. The 'Statistics' tab shows a list of 18 statistics: 'Logged In', 'Ready', 'Not Ready', 'Break', 'Lunch', and 'Offline', with '+ More' available. On the right side, there is a 'Widget Summary' section showing the selected objects and statistics. At the bottom right of the configuration area is another 'Create Widget' button.

Genesys Pulse guides you through the process of creating or changing report widgets. Select the standard report template you want to use and then click **Create Widget**.

Select the **Objects** and **Statistics** that you want to see in your report.

Your report widget must have:

- One or more objects to measure. Your widgets must contain fewer than 100 objects.
- Add at least one non-string statistic.
- One widget type with specific display options.

Click the **Display Options** tab to define how you want to display your report.

Display Options

Widget Title

Preview in Presentation Mode (live data not shown here)

Widget Type: List Widget

Size

Headline Type

Headline Statistic

Sort

Widget refresh rate

Category	Value	Count
Logged In		7
Portland Agents		7
CPM NonTrip - French		19
CPM Trip - German		36
Trip - English		41
Team Susanne Opgeno		48

You need to define the default display settings for your widget. Users can change these options on their own dashboard.

- Provide a name for report title.
- Select from the available Widget Types to display.
- Select the Widget refresh rate.
- Select options associated with the visualization (for example, alerts and size).

What do I do next?

You might want to learn more about:

- Popular real-time reports
- Editing standard report templates
- Widget Types
- Displaying external content using an IFRAME widget
- Statistic properties
- Report formulas