



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Real-time Reporting with Pulse

[Add a Widget](#)

Contents

- 1 Video: Add a widget
- 2 Add Reports
- 3 Build a Report
- 4 Display Options
- 5 What do I do next?



- Supervisor

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

Related documentation:

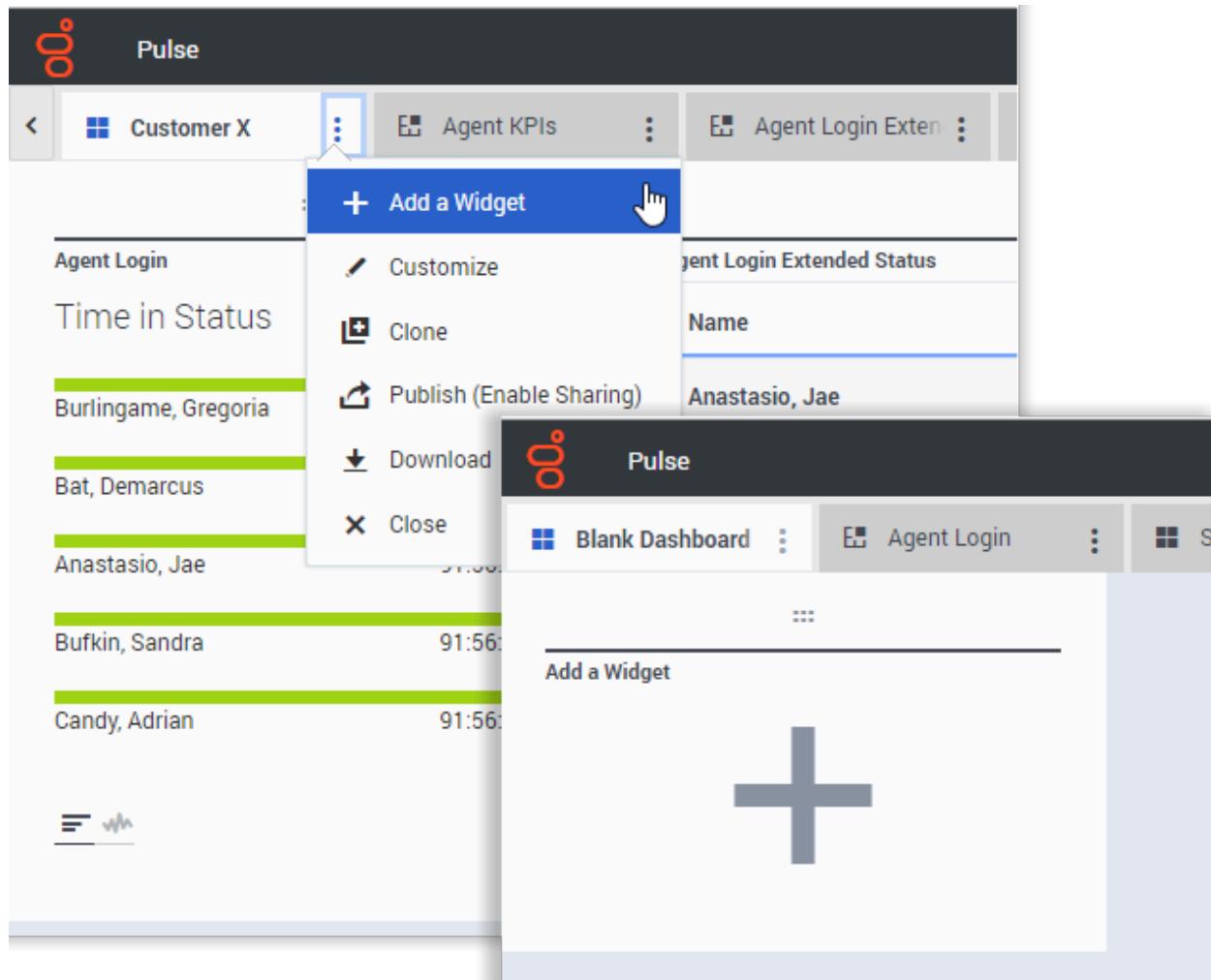
-
-

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 with a 'Customer X' dashboard selected. A 'Create Widget' button is highlighted. The 'Agent Group Status' template is selected, and its details are shown in a modal. The 'Create Widget' button in the modal is also highlighted. The 'Objects' tab is selected in the modal, showing a list of objects including 'Agent Group', 'Name', 'Environment', 'Agent Groups', and 'GSYS_Client_Logging'. The 'GSYS_Client_Logging' object is selected. The 'Statistics' tab shows 18 available statistics: Logged In, Ready, Not Ready, Break, Lunch, Offline, and 8 More. The 'Create Widget' button is located at the bottom right of the modal.

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

Add a Widget (Customer X) > Agent Group Status Template

Widget Title: Agent Group Status

Show Title in Widget:

Widget Type: List Widget

Size: 2x2

Headline Type: Statistics

Headline Statistic: Logged In

Sort: Low to high

Widget refresh rate: 60 seconds

Preview in Presentation Mode (live data not shown here)

Agent Group Status	
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