

# **GENESYS**

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# Real-time Reporting with Pulse

Real-time Reporting with Genesys Pulse

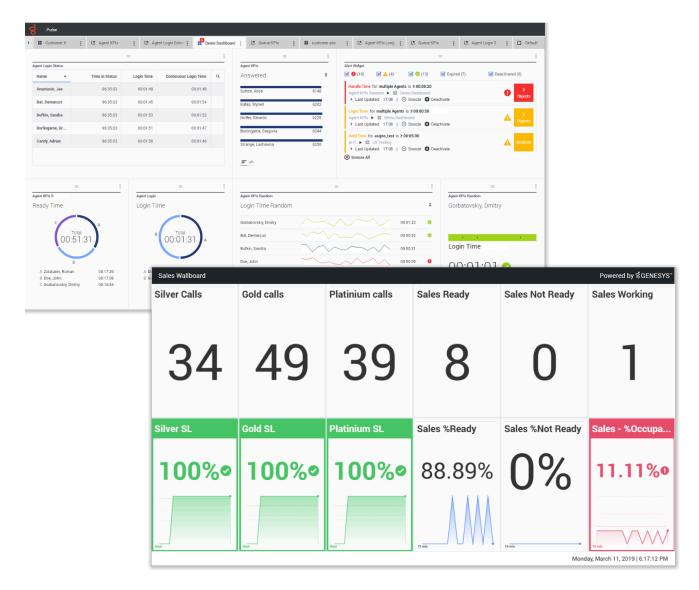


• Supervisor

Genesys Pulse is a widget-based performance dashboard solution for monitoring contact center resources in real time.

## **Related documentation:**

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#### You can:

- · Create dashboards or wallboards to monitor agents, agent groups, queues, and more.
- Customize report widgets to display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts.
- Use standard widget templates, included in Genesys Pulse, and define your own report templates to quickly create report widgets for your dashboard.

#### Ready? Get started.

Looking for answers to specific questions? Try these topics:

- Popular real-time reports
- Manage dashboards and wallboards

- Dashboard and wallboard examples
- · Add reports to your dashboard or wallboard
- Display external content
- Statistic properties
- Report templates and statistics details

### Tip

- For proper viewing of Genesys Pulse in your browser, please use supported browsers and make sure your monitor resolution is not less than 1024x768.
- Genesys Pulse supports the two latest releases of Google Chrome, Apple Safari, Microsoft Edge, and the latest release of Firefox ESR.