

GENESYS

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Genesys Pulse Deployment Guide

Introducing Pulse

4/14/2025

Introducing Pulse

Genesys Pulse is a widget-driven, graphical user application, which is accessible from a web browser as a Genesys Administrator Extension (GAX) plug-in application. Using a direct communication link to a real-time metrics engine, Stat Server, Genesys Pulse enables at-a-glance views of real-time contact center statistics within the GAX user interface.

The tabs below provide a quick visual representation of some of the Pulse functionality and a list of the Genesys-provided templates. For more details, see the Pulse User's Guide.

Dashboard

Pulse Dashboard Examples

1. Examples of a Sales Team Lead dashboard

ales Team Lead 🚦 🛛 Sales Serv	ice Level 🚦	Queue Overflow Re	. q	ueue Activity - An I	Queue Overflow -	E I New (Dashboard (5) I	+
1			1		1			A
gent Supervision Since Login	Agent State Du	rations		Agent Activity Global		Agent Summary		Agent Status
alls Internal	Total Log	in Time	0	Calls Inbound		Performan	ce \$	Talk Time
	Glock, Tim	01:36:28		Rooney, Michael	361	Smith, Judy	101.21% 🥥	Edisson, Toma
43768	Joda, Master	01:36:11	- L.			Davis, John	101.2% 🥥	Clark, Artur
	Wilson, Daniel	01:35:39		III Agent Performance by Bus	i i	Bloch, Joshua	100.62% 🥥	King, Bruce
с	Lee, Andrew	01:35:37	-	Transfers Sales	inter (jpe	Wilson, Daniel	100.04% 🥝	Joda, Master
A Edisson, Tomas 7328 B Gates, Mike 7318 C Clark, Artur 7309	Gates, Mike	01:35:31	-	c B A		Mattew, Jim	99.96% 🥥	Lee, Andrew
D Others 21813	= 45			-		Fisher, James	99.63% ⊘	Mattew, Jim
				25193	8	Lee, Andrew	99.47% 🥥	Glock, Tim
	STAS Agent Sta		_			Glock, Tim	99.02% 🥑	Wilson, Daniel
gent Activity by Business Type				C		Joda, Master	98.78% 🥝	Davis, John
idget is removed, please delete it om your Dashboard	Total Log		÷	A Rayn, Ann B Clarkson, Jeremy C Gates, Mike D Others	9815 9807 9781 222535			Bloch, Joshua
Delete	Glock, Tim Joda, Master	01:36:28	-	• • •	22233	₽ 4/4		
	Wilson, Daniel		-			A		
	Lee, Andrew	01:35:37	-	Add a Widget		Voice Agent Login	with status icon	
	Gates, Mike	01:35:31		يلي ا		Name	\$	Current Status
	White, Sandra	01:35:16	-			911		\$ (617:19:54)
	Edisson, Toma	as 01:34:57	-			Bloch, Joshu	a	(617:19:54)

User-defined Sales Team Lead dashboard

Global Activity ;	Sales Service	e Level ; BlueSky Team				
					Agent Summary	Agent Group
		Agent Login				Bluesky
Bluesky		Name 🖨	Current Status	Login Time 🛛 🖨	Bluesky	Bluesky
Logged In	23 🖉	Calfee, Marsha	Ø (00:00:01)	00:09:47		
Ready	14	Halter, Stephane	Ø (00:00:59)	00:09:47		A
Not Ready	9	Tamblyn, Eric	C (00:00:00)	00:09:47	% Call Transfers Made	
ACW	3	Teresa, Teresa	(00:00:00)	00:09:47	0%	
Consult	0	Brow, Scott	C (00:00:01)	00:09:47	0.0	A Age B Age
Dialing	0	Carlson, Brad	C (00:00:03)	00:09:47		C Age D Age
On Hold	0	Rigel, Barb	\$ (00:00:04)	00:09:47		
Inbound	6	Smart, Jim	2 (01:49:35)	00:00:00		
Outbound	0	Clarkson, Tom	\$ (01:49:35)	00:00:00	Agent or Agent Group eService Current	Add a Widg
Internal	0	Spalding, Erin	\$ (01:49:35)	00:00:00	Bluesky	
Waiting	14	Smith, Angela	\$ (01:49:35)	00:00:00		
Ringing	0	Williams, Dave	\$ (01:49:35)	00:00:00	•	
Places Monitored	34	Spencer, Carole	\$ (01:49:35)	00:00:00	Social Media Offered	
Places Not Monitored	0	Stevens, Seth	\$ (01:49:35)	00:00:00	\cap	
		Tamzarian, Bar	2 (01:49:35)	00:00:00	0	

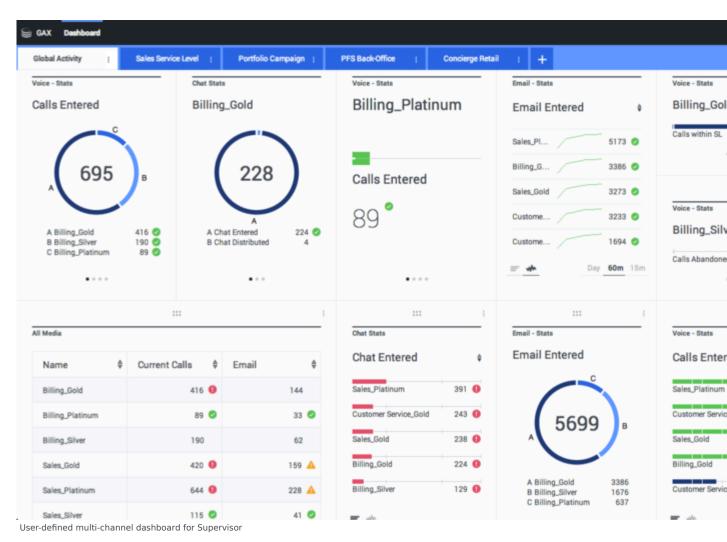
User-defined Sales Team Lead dashboard

2. Example of a Sales Service Level dashboard for Supervisor

Global Activity ; Sales Service	ELevel ; Portfolio Campaign ;	PFS Back-Office ; Concierge Retail	+	
Queue Overflow Reason	Queue Overflow Reason	Queue Overflow Reason	Queue Activity	Queue Overfi
Sales_Platinum	Sales_Silver	Sales_Gold	Calls Answered	Calls Ov
			C	
				1
Calls Overflowed	Calls Overflowed	Calls Overflowed	. 580	
	cano o remoneu	cano o runnon da		в
5743 [°]	935	3647 °		
01 10	500	0017	A Sales_Platinum 332 🥏 B Sales_Gold 199 🛕	A Sale B Billir
			C Sales_Silver 49 0	C Sale D Othe
••••	•····	••••	•····	
Queue Activity	Queue Activity	Queue Activity	Queue Activity	Queue Activ
Wait Time 🕴	Calls Abandoned \$	Calls Overflowed \$	Calls Offered \$	Calls A
Billing_Silver 00:53:18 ()	Billing_Silver 0 🥝	Billing_Silver 98	Sales_Platinum 644 🥥	Sales_Plati
Sales_Silver 00:35:42	Sales_Gold 0 🥝	Sales_Silver 66	Customer Service_Gold 431 🥥	Customer S
Billing_Platinum 00:25:58 ()	Sales_Platinum 0 🥥	Billing_Platinum 48	Sales_Gold 420 🥥	Sales_Gold
Customer Service_Pla 00:21:15 A	Sales_Silver 0 🥝	Customer Service_Platinum 40	Billing_Gold 416 🥥	Billing_Gol
SIP_VQ 00:00:00 🥥	Customer Service_Gold 0	SIP_VQ 0	Customer Service_Silver 218	Customer 5

User-defined Sales Service Level dashboard for Supervisor

3. Example of a multi-channel dashboard for Supervisor



4. Example of an outbound campaign dashboard for Supervisor

obal Activity ; Sales Servi			rge Retail	1 +	
			-		
- Portfolio Review Customers	Outbound Campaign Activity	CT - Portfolio Agent View		CT - Portfolio Review Asset Value	CT - Portfol
cheduled - Phone 🕴	Outbound Contact	Outbound Calls	0	Scheduled-Phone	Swims
osclair, Max 8 🥥	Hit Ratio 3 🥥	Trosclair, Max 31	0	Swims, Lenore 6853633 🥥	
uril, Karina 7 🥥	Records Completed 509 🥥	Spece, Jessie 30			в
atte, Cody 7 🥥	Dialed Abandoned 6 🥥	Yocom, Rae 29	0		
ocom, Rae 6 🥥	Dialed Answering Machine 83 ()	Baril, Karina 23	3 🥥	CT - Portfolio Agent View	c
arpin, Kelly 5	Campaign Answers 219 🥥	Swims, Lenore 23	3 🥥	Aver. Outbound Stat \$	A Sch B Sch
wh	Attempt Busies 143 ()	Harpin, Kelly 22	2 🥝	Arango, 00:00:42 ()	C Ma D No
	Attempts Cancelled 0 0	Pratte, Cody 16	5 🥥	Pratte, C 00:00:41 (9	
	Attempts made 835 🥥	Ugarte, Clinton 15	5 O	Ugarte, C 00:00:41 😆	
- Calling List Record	DoNotCall Results 0	Nesbitt, Pam 15	5 🥥	Nesbitt, 🕴 00:00:41 🧕	
outbound Contact Portfolio Revie	Dropped Results 0	Arango, Sonya 15	5 🕗	Harpin, K 00:00:22 0	
	Fax/Modern Results 28	and the second s		📰 🚸 Day 60m 15m	
	No Answer Result 335				
ecords Completed	Wrong Party Result 0				
00	SIT Detected 0				

User-defined outbound campaign dashboard for Supervisor

5. Example of a back-office dashboard for Supervisor

🗎 Workload Manage ;	Work Iter	ns Activity ;	CT-I	EWM - Current ;	CT - EW	M - Overdue	+			
CT - EWM Resource									CT - EWM - Overdue	CT - EWM
Name	♦ Wor	rk Items Processer	d \$	Calls Processed	¢	Avg Processin	ng Time	¢	PFS System	PFS S
Sippola, Kristi			2		1		00:24:11	0	°	Overdue
Chanel, Monique			6 🥝		0		00:08:06	A	^ 113	
Milburn, Kristen			з 🥝		0		00:05:45	A		
Hammond, Steve			0		0		00:00:00	0		CT - EWM
McDaddy, Trevor					0		00:00:00		A Active 57	Work
McCaudy, Hevor			0		U		00.00.00	•	B Overdue CC 44 C Overdue HE 12 D 500+ 0	Milburn,
	1						66.00.00		C Overdue HE 12 D 800+ 0	1
::: CT - EWM - Current	1	CT - EWM -	Distributi	tion	CT-E	EWM - Priority	66.66.66		C Overdue HE 12 D 500+ 0 ::: CT - EWM Datamart	CT - EWM
	1	ct - ewm - PFS Sy	Distributi	tion	CT-E				C Overdue HE 12 D 800+ 0	1
::: CT - EWM - Current	4 0		Distributi vstem	tion	CT-E	EWM - Priority S System			C Overdue HE 12 D 500+ 0 ::: CT - EWM Datamart	CT - EWM PFS S
::: CT - EWM - Current PFS System		PFS Sy	:: Distributi v stem d Distr.	tion 4 🥑	et-s PFS	EWM - Priority S System		1	C Overdue HE 12 D 800+ 0 ::: CT - EWM Datamart PFS System	CT - EWM PFS S
::: CT - EWM - Current PFS System Credit Card	4 0	PFS Sy Credit Car	:: Distributi rstem d Distr. ity Distr.	tion 4 🥥 9 📀	ст-е РFS 0-100	EWM - Priority S System 0 200		I I 0 2	C Overdue HE 12 D 500+ 0 ::: CT - EWM Detamart PFS System Active 57	OF THE STREET ST
::: CT - EWM - Current PFS System Credit Card Home Equity	4 0	PFS Sy Credit Can Home Equ	:: Distributi rstem d Distr. ity Distr. unt Distr.	tion 4 🥥 9 📀	ст-е РFS 0-100 100-3	EWM - Priority S System 0 200 / 300 /			C Overdue HE 12 D 500+ 0 ::: CT - EWM Datamart PFS System Active 57 Overdue CC 44	CT - EWM PFS S New 30

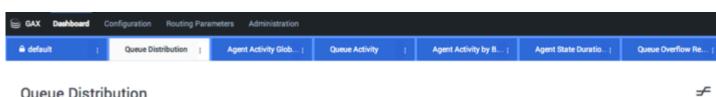
User-defined back-office dashboard for Supervisor

Expanded Charts

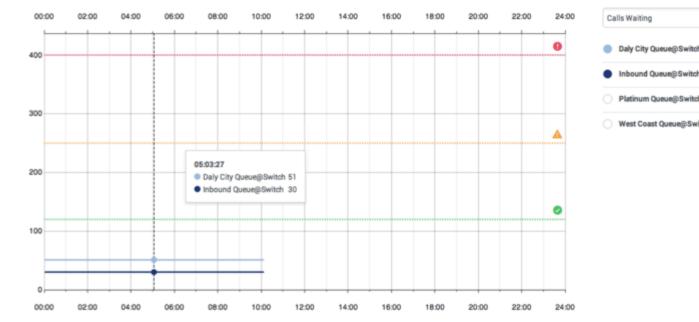
Expanded Charts

You can expand a widget to view detailed charts: Line; Grouped Bar; Stacked Bar; and Grid. Within the expanded charts, you can use sort options, define objects, and define statistics.

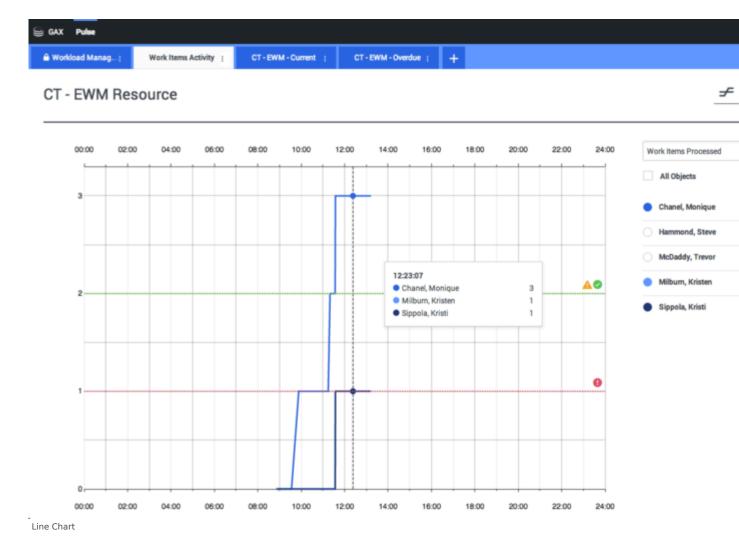
1. Line Chart



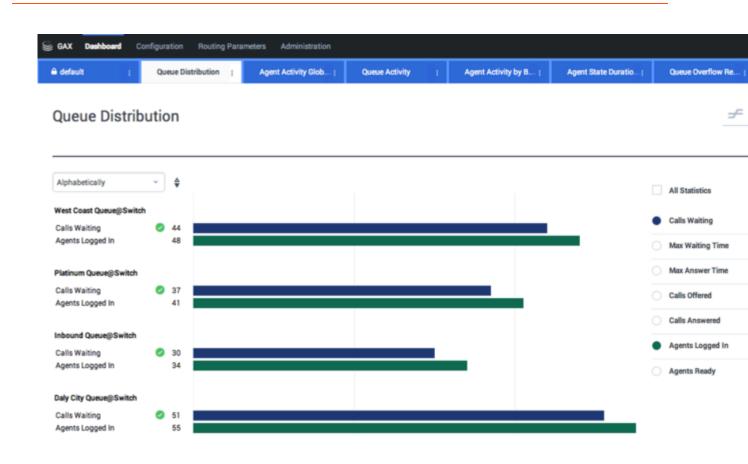




Line Chart

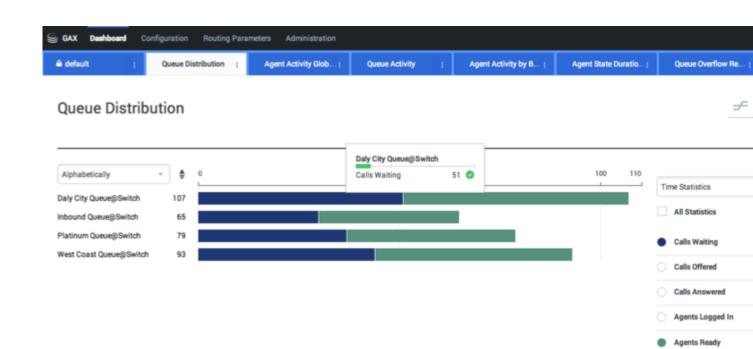


2. Grouped Bar Chart



Grouped Bar Chart

3. Stacked Bar Chart



Stacked Bar Chart

4. Grid

😂 GAX Pulse				
🖨 Workload Manag;	Work Items Activity ;	CT - EWM - Current ;	CT - EWM - Overdue ;	+
CT - EWM Re	source			

CT - EWM Resource

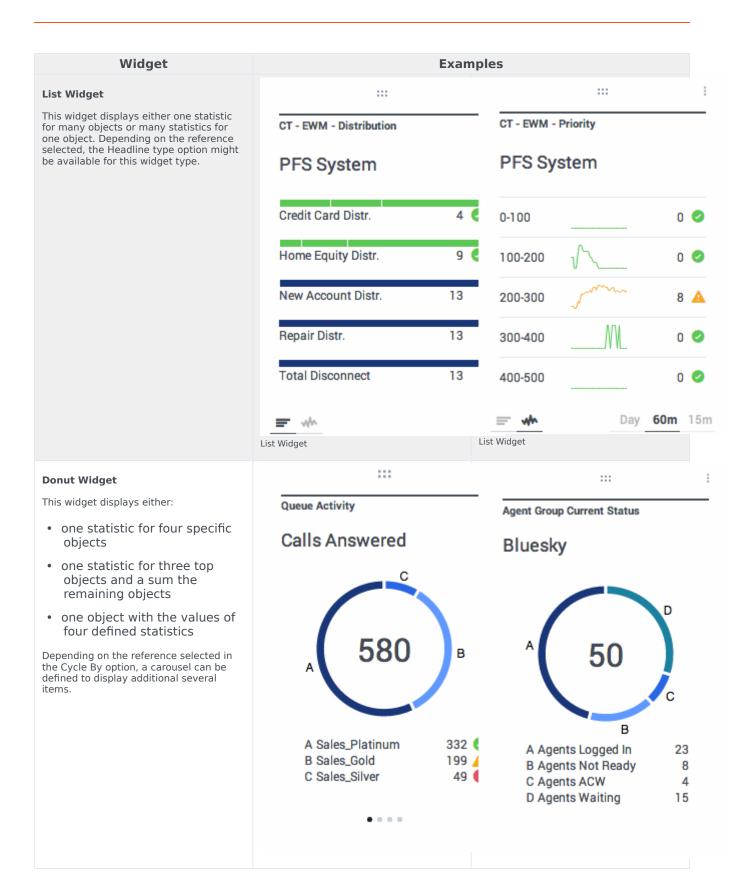
Name 🎄	Work Items Processed	Work Items Accepted	Work Items Rejected	Work Items 👙	Calls \$	Calls 🗘	Work Items Transfers	Avg Processing
Sippola, Kristi	1 🔺	1	1	0	0	0	0	00:11:42
Chanel, Monique	3 💋	3	1	0	0	0	0	00:36:21 🥝
Milburn, Kristen	1 🔺	1	0 🥥	0	0	0	0	00:12:26
Hammond, Steve	0 😗	0	0 🥥	0	0	0	0	00:00:00 0
McDaddy, Trevor	0 😣	0	0 🥥	0	0	0	0	00:00:00 0

. Grid

Widgets

Widgets

On the Pulse dashboard, statistics and objects can be displayed within different type of user-defined widgets: Donut; Grid; Key Performance Indicator (KPI); and List. You can view and select additional details and options by expanding a widget to a dashboard tab.



Widget	I	Examples	
	Donut Widget	Donut Widget	
KPI widget			1
This 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.	Queue Overflow - East Coast East Coast Queue@Switch	CT - EWM Resource Work Items Pr	ocessed
	Calls Overflow Spo Day 1766	Sippola, Kristi	1
Grid widget This widget displays a grid listing objects in rows with statistics in columns.	CT - EWM Resource		
	Name \diamondsuit	Work Items Processed &	Calls Processed
	Sippola, Kristi	1 🔺	0
	Chanel, Monique	3 🖉	0
	Milburn, Kristen	1 🔺	0
	Hammond, Steve	0 😗	0
	McDaddy, Trevor	0 😗	0
	Grid Widget		

Widget		Examples						
		Agent Login						
		Name	₽	Current Status	\$	Login Time	₽	
		Calfee, Marsha		Ø (00:00:01)		00:09:47		
		Halter, Stephane		Ø (00:00:59)		00:09:47		
		Tamblyn, Eric		(00:00:00)		00:09:47		
		Teresa, Teresa		(00:00:00)		00:09:47		
		Brow, Scott		C (00:00:01)		00:09:47		
		Carlson, Brad		C (00:00:03)		00:09:47		
		Rigel, Barb		\$ (00:00:04)		00:09:47		
	Grid \	Nidget						

Genesys-provided Templates

Genesys-provided Templates

The following is a list of Genesys-provided templates:

Template	Description
Agent Group Status	Presents the current number of agents in the various states.
Agent KPIs	Presents reports with KPIs of agent group in a contact center.
Agent Login	Presents an agent's properties and login information.
Campaign Activity	Monitors the activity associated with outbound campaigns.
Campaign Callback Status	A report presenting information related to

Template	Description
	campaign initiated callbacks.
Campaign Group Activity	Monitor the activity associated with outbound Campaign Groups.
Campaign Group Status	Monitor the current state and durations associated with outbound campaign group activity.
Email Agent Activity	A report presenting agent or agent group activity as it relates to the processing of Email type contacts.
Email Queue Activity	A queue report presenting an overview of current or near real-time activity in the individual email queues.
eServices Agent Activity	Monitors agent group KPIs related to eServices (chat, email, SM) media to monitor and see if behavior problems exist that need to be addressed.
eServices Queue KPIs	A queue report presenting an overview of current or near real-time activity for eServices channels.
IWD Agent Activity	A report presenting agent or agent group activity as it relates to the processing iWD work items type contacts.
IWD Queue Activity	A queue report presenting an overview of current or near real-time activity associated with the iWD queues.
Queue KPIs	Presents call activity statistics associated with the queues.
Queue Overflow Reason	Presents reasons why calls were cleared from queues.