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## Genesys Pulse Help

How do I add reports to my dashboard?

# How do I add reports to my dashboard?

It's easy to add a new report within a Genesys Pulse widget. 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 templates.

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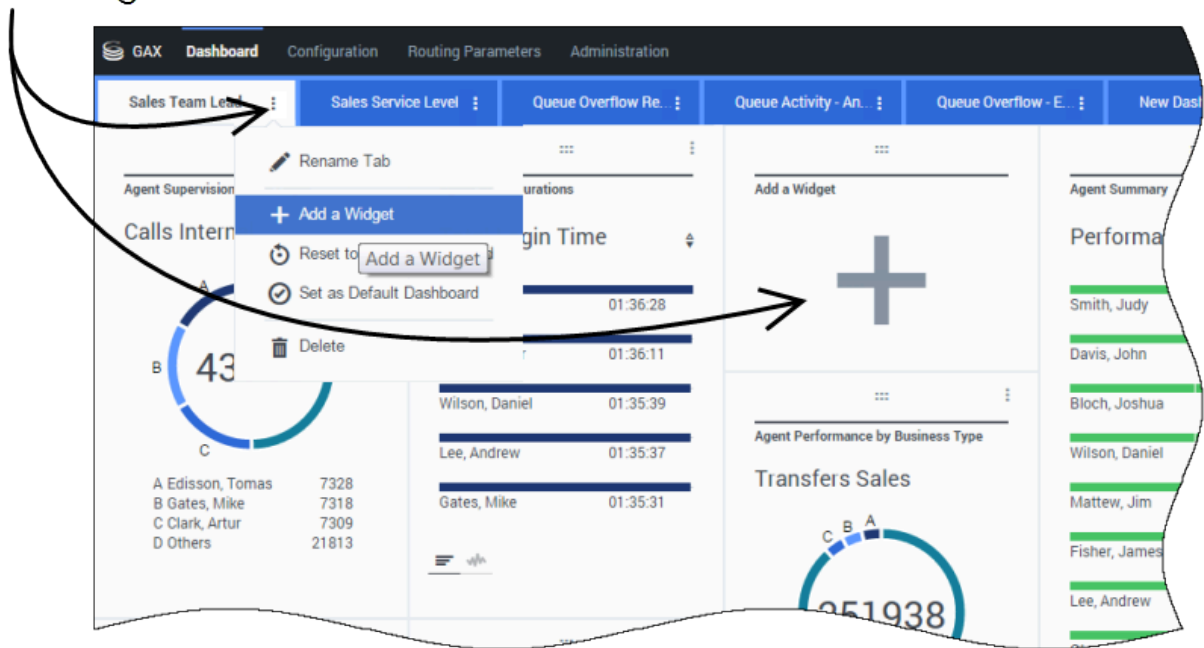
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How do I add reports to a dashboard?

*add a widget*



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

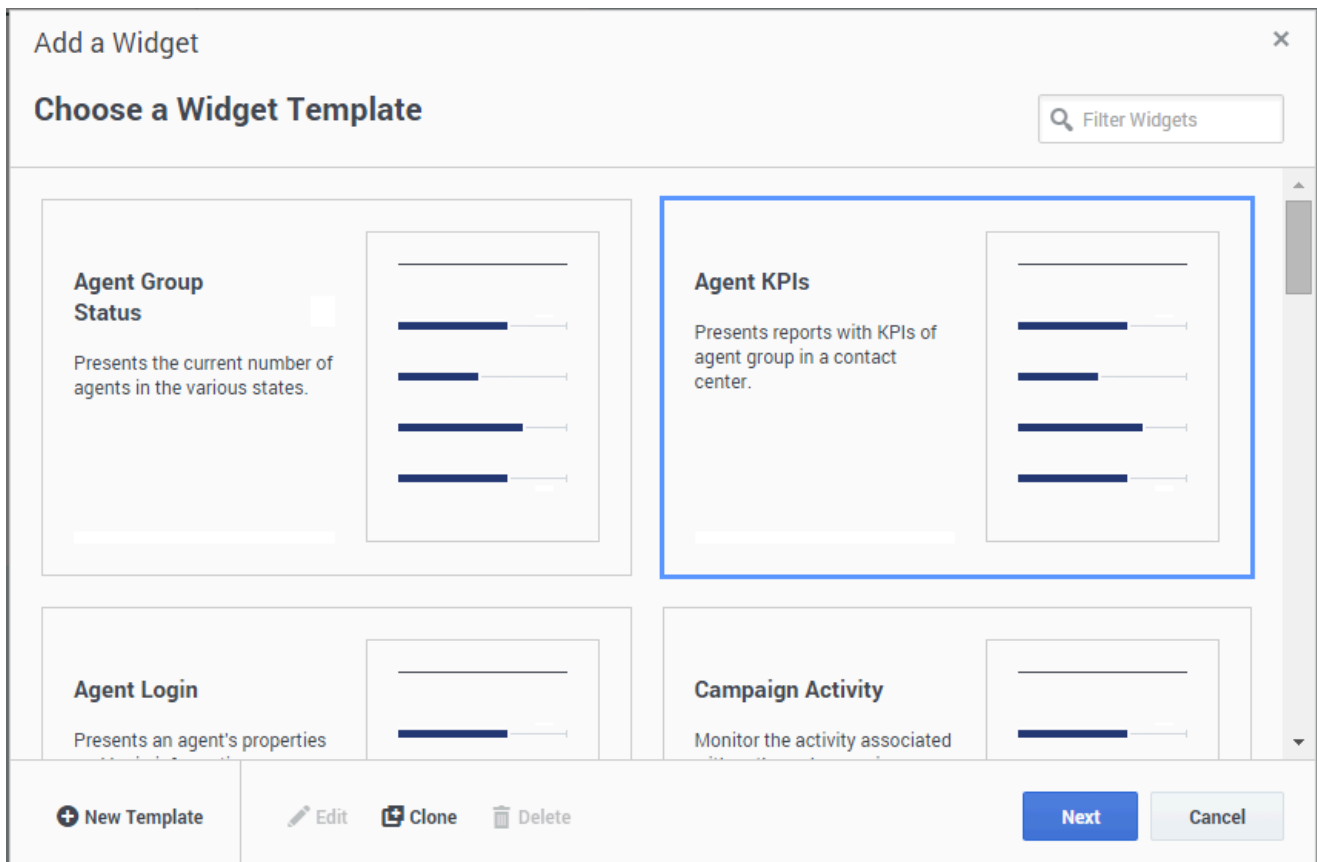
- Click on the more icon in the right corner of the dashboard and click **Add a Widget**.
- Click on the **Add a Widget** icon on the dashboard.

Genesys Pulse opens a widget wizard to help you add a report.

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How do I use the widget wizard?



The widget wizard guides you through the process of creating or changing widgets. Choose a predefined widget template or **define your own template**.

To create a Genesys Pulse template, you must add or configure:

- One or more object types to measure.
- One or more statistics.
- One widget type with specific display options.

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How do I choose which objects to measure?

Add a Widget

Select Objects for Agent KPIs

Agent

☒ By Individual Object

☐ By Group

Selected Objects \*

, PersonQ  
Doe, John  
Doe, Jane  
Parker, Charlie  
Miller, Gleen

Quick Filter

Group By

<input checked="" type="checkbox"/>	Employee ID	Last	First
<input checked="" type="checkbox"/>	PersonQ		PersonQ
<input checked="" type="checkbox"/>		Doe	John
<input checked="" type="checkbox"/>		Doe	Jane
<input checked="" type="checkbox"/>	CharlieParker	Parker	Charlie
<input checked="" type="checkbox"/>	GleenMiller	Miller	Gleen

Previous

Next

Cancel

Select the objects that you want to see in your report.

### Important

Avoid creating widgets that contain a large number of Objects. Restrict the number to a maximum of 100 objects.

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How do I choose statistics?

The screenshot shows the 'Add a Widget' dialog box with the 'Statistics' tab selected. On the left, a list of statistics is shown with checkboxes: 'All Statistics' (checked), 'Login Time' (checked), 'Ready Time' (checked), 'Not Ready' (checked), 'Not Ready Time' (checked), 'Lunch Time' (checked), 'Break Time' (checked), 'ACW Time' (checked), and 'In Handle Time' (checked). Below the list are 'Up' and 'Down' buttons. On the right, the details for the selected 'Login Time' statistic are displayed. The details include a description, an alias, notification mode, statistic type, display format, notification frequency, and a filter.

Alias	Display Format
Login_Time	Time

Notification Mode	Notification Frequency, seconds
Time-Based	60

Statistic Type	Filter
Total_Login_Time	VoiceCall

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Choose the statistics that you want to include in your widget. You must add at least one non-string statistic.

Genesys Pulse displays statistic details when you select a statistic. You can modify a statistic definition within Genesys Pulse when you create, clone, or edit a template.

Genesys Pulse statistics are described in detail in the [templates.xls](#) file.

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What display options should I use?

**Add a Widget**

**Display Options**

**Widget Title \***  
Agent KPIs

**Widget Type**  
List Widget

**Size**  
☒ 1x2 ☐ 1x3 ☐ 1x4

**Widget refresh rate**  
60 seconds

**Headline Type**  
☒ Statistics ☐ Objects

**Widget Preview**

Agent KPIs

Login Time

Parker, Charlie	00:14:37
Miller, Gleen	00:11:04
Doe, Jane	00:08:10
Doe, John	00:06:05
, PersonQ	00:02:18

Previous Finish Cancel

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 the **Widget Type** to display.
- Select the Widget refresh rate.
- Select options associated with the visualization (for example, alerts and size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentStatus), set **enable quick updates**. See [Deploying RabbitMQ for Quick Widget Updates](#).
- If needed, select the **Alerts for statistic** and define the alert values (from 1 to 3).

### Important

Confirm your environment can handle the number of widgets and refresh rate you

plan to use. A shorter refresh rate increases demands on the CPU, Memory, Disk, and Network.