

GENESYS

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Genesys Pulse Help

How do I generate real-time reports using Genesys Pulse?

5/12/2025

How do I generate real-time reports using Genesys Pulse?

Genesys Pulse is a Genesys Administrator Extension (GAX) plug-in application that enables at-aglance views of real-time contact center statistics within the GAX graphical user interface. On the Genesys Pulse dashboard, widgets display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts of statistics for objects. You can view and select additional details and options by expanding a widget. Once maximized, you can choose a Stacked Bar, Grouped Bar, Grid or Line Chart view. You can also sort the data, select which objects to include, and edit the widget.

Important

You require the appropriate user privileges to perform actions.

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 - 1.1 How do I access Genesys Pulse real-time reports?
 - 1.2 How do I use the report widgets on my dashboard?
 - 1.3 How can I expand a report to fill the dashboard?

more icon

How do I access Genesys Pulse real-time reports?

Sales Team Lead	Sales Ser	vice Level 🚦	Queue Overflow	/ Re 🛔	Queue Activity - An	Queue Overflow -	E., (
Agent Supervision	🖋 Rename Tab		::: urations		::: Add a Widget		Agen
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₽ 43	💼 Delete		r 01:3	6:11			Davi
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С		Lee, Andr	ew 01:3	5:37	Agent Performance by B	usiness Type	Wils
A Edisson, Ton B Gates, Mike C Clark, Artur D Others	nas 7328 7318 7309 21813	Gates, Mi	ke 01:3	5:31		S	Matt

You can open the **Pulse** dashboard within Genesys Administrator Extension (GAX) to see the realtime reports. Reports are displayed in widgets, which can easily be expanded to dashboard size to display additional detail.

Genesys Pulse provides a default dashboard the first time you use Genesys Pulse. Dashboards are managed by using tabs. Click on the more icon in the right corner of the dashboard for options:

- **Rename Tab**—Change the name of the Genesys Pulse Dashboard tab.
- Add a Widget—Add a new widget to the dashboard.
- **Reset to Default Dashboard**—Deletes all widgets and resets to the default dashboard.
- Set as Default Dashboard—Set the dashboard to be the default. Available to users with full privileges.
- **Delete**—Deletes the dashboard.

Genesys Pulse Dashboard Examples

[+] Sales team lead dashboard

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Global Activity	Sales Service	e Level : BlueSky Tear	Portfolio Ca	npeign ; PTS Back-Office	Concierge Retail +	
Agent Group Status		Agent Login			Agent Sammary	Agent Group Current Status
Bluesky		Name 0	Current Status 8	Login Time 0	Bluesky	Bluesky
Logged in	23 📀	Califee, Marsha	(00.00.01)	00.09.47		
Ready	14	Halter, Stephane	O (00:00:55)	00:09:47		^ 50
Not Ready	9	Tambiyn, Eric	(00.00.00) 2	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		A Agents Logged In 23 B Agents Not Ready B
Dialing	0	Carlson, Brad	(00.00.03)	00:09:47		D Agents Waiting 15
On Hold	0	Rigel, Barb	(10.00.00) 27	00:09:47		
inbound	6	Smart, Jim	嘉 (01:49:35)	00:00:00		-
Outbound	0	Clarkson, Tom	蠢 (01:49:35)	00.00.00	Agent or Agent Group elservice Darrent	Add a Widget
Internal	0	Spaiding, Erin	嘉 (21:49:35)	00:00:00	Bluesky	
Waiting	14	Smith, Angela	島 (01:49:35)	00:00:00		- T
Ringing	0	Williams, Dave	九 (21:49:35)	00:00:00		
Places Monitored	34	Spencer, Carole	2 (01:49:35)	00:00:00	Social Media Offered	
Places Not Monitored	0	Stevena, Seth	島 (01:49:35)	00:00:00	0	
		Tamparian, Bar	第 (21:49:35)	00.00.00	_	

[+] Sales service level dashboard for a supervisor

SAX Destioned				realtime ?		
Global Activity : Sales Servi	se Level Portfolio Campaign	PTS Back Office : Concierge Retail				
Queue Overflow Reason	Queue Overflow Reason	Queue Overflow Reason	Queue Activity	Queue Overflew Reason		
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 Calls Overflowed	Calls Overflowed	 Calls Overflowed	580	22881)°		
5743 [°]	935	3647				
0140	500	0041	A Sales_Platinum 332 B Sales_Sold 199 C Sales_Silver 49	A Sales,Platinum 5743 8 Billing,Gold 3755 C Sales,Dold 3647 D Others 9736		
•····	•···	•····	•····	•		
Queue Activity	Queue Activity	Queue Activity	Queue Activity	Queue Activity		
Wait Time +	Calls Abandoned +	Calls Overflowed 0	Calls Offered 0	Calls Answered #		
Biling,Siver 00:52:18 ()	Biling,Siver 0 O	Biling,Silver 98	Sales,Platinum 644 O	Sales,Platinum 332 O		
Sales_Silver 00.35.42 0	Sales_Dold 0 🥥	Sales,Silver 66	Customer Service, Gold 431 🥥	Customer Service, Sold 218		
Billing,Platinum 00:25:58 🤤	Sales,Platinum 0 O	Billing,Platinum 48	Sales_Dold 420 Ø	Sales_Gold 199 🛕		
Customer Service, Pla 00:21:15 🛕	Sales_Silver 0 🔮	Customer Service, Platinum 40	Billing,Gold 416 😋	Billing,Gold 195 🔺		
SIP_VQ 00:00:00 🔕	Customer Service_Gold 0 O	SIP,VQ 0	Customer Service, Silver 218	Customer Service_Silver 107 🔺		

[+] Multi-channel dashboard for a supervisor

SAX Datboard							-	stine ?	
Global Activity :	Sales Service Level	Portfolio Campaign	PFS Back-Office (Concierge Retai	+				
Voice - Stats	Chail Stats		Voice - Stats		Email - Stats	Valce	- Stats		
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^			Gana Entered		Sales_Gold 327				
\sim		A	89		Custome 323	0 O Puilli	ing Silver		
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Billing,Gold	416 😶	144	Sales, Platinum	391 😐		Sales	Platinum	644 🙆	
Biling_Platinum	es 😡	33 🔕	Customer Service_Gold	243 😣	5600	Custo	mer Service, Dold	431 🔕	
Biling,Silver	190	62	Sales_Gold	238 😐	~\ ³⁰³³ /	Sales	Gold	420 🔘	
Sales_Gold	420 🥹	199 🔺	Billing_Gold	224 😐		Billing	Gold	416 🔘	
Sales_Platinum	544 😶	228 📥	Billing_Silver	129 😆	A Billing_Gold 33 B Billing_Silver 16	06 76 Custo	mer Service_Silver	218	
Sales_Silver	115 🔿	41 🔘	F		c anng,Platnum 6				

[+] User-defined dashboard for a supervisor

SAX Dehboard								natime ?
Global Activity :	Sales Service Level (Portfolio Campaign	PTS Back Office :	Concierge Retai	- i +			
Voice - Stats Calls Entered	Out this Billing	_Gold	wice-trans Billing_Platin	num	Email - Stats Email Entered		vuice - trans Billing_Gold	
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Name \$	Current Calls \$	Email \$	Chat Entered		Email Entered		Calls Entered	
Billing_Gold	416 😶	144	Sales,Platinum	391 😐			Sales, Platinum	644 🙆
Biling,Platinum	en O	23 😋	Customer Service_Gold	243 😐	5600).	Customer Service, Gold	431 🔕
Biling_Slver	190	62	Sales_Gold	238 😐	^ 0055	<i>J</i> .	Sales_Gold	420 😋
Sales_Dold	420 🤒	199 🔺	Billing,Gold	224 🙂	\sim		Billing,Gold	416 😋
Sales_Platinum	644 🥹	228 🔺	Billing,Silver	129 😐	A Billing_Dold B Billing_Silver	3386 1676 637	Customer Service_Silver	218
Sales_Silver	115 😋	41 😋	F (1)		C annig_Pratmon		F	

[+] Outbound campaign dashboard for a supervisor

How do I generate	e real-time reports	s using Genesys Pulse?	
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Image: Scheduled - Phone Image: Schedule	Global Activity : Sales Service	Portfolio Campaign ;	PTS Back Office : Co	ncierge Retail	1 +	
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[+] Back-office dashboard for a supervisor

5 GAX Pales						
B Workload Manage	Work Berns Activity	CT-EWM-Current :	CT-EWM-Overdue :	+		
CT - EMM Resource					CT - EWM - Dvendue	CT - EWM - Priority
Name	Work Items Proce	used	0 Avg Processin	ng Time 🕴	PFS System	PFS System
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Chanel, Monique			0	00.08.05 🔺	. 112	••••••
Milburn, Kristen		3 0	0	00:05:45 🔺		
Hammond, Steve		0 0		00:00:00 😑		CT - Diffit Resource
McDaddy, Trevor		o 😐	0	00.00.00 😐	A Active 57 B Overdue CC 44	Work Items Processed
					C Overdue HE 12 D S00+ 0	Milburn, Kristen 3 🥥
			-			1
CT - EMM - Carrent	CT - EN	M - Distribution	CT - EMM - Priority		CT - EMM Delamart	CT - EMM - New Tasks
PFS System	PFS	System	PFS System		PFS System	PFS System
Credit Card	4 Credit	Card Distr. 4 🖸	0-100	0 0	Active 57	New 30 Min 0
Home Equity	4 O Home	Equity Distr. 9 O	100-200	0.0	Overdue CC 64	0
Disconnect	8 New A	ccount Diatr. 13	200-300		Overdue HE 12	
New Account	8 Pepair	Distr. 13	300-400		Held 0	CT - ENHI - Completed Tasks
Repair	8 Total C	faconnect 13	400-500	0 0	New15 Min 0	PFS System
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How do I use the report widgets on my dashboard?

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	1		/		
Agent KPIs	Add a	Widget		/	
Login Time	¢				
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biolite, o					
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Genesys Pulse widgets display Donut, Grid, Key Performance Indicator (KPI), Line, or List charts of key statistics for objects on your dashboard.

You can add new widgets to your dashboard.

You can perform the following actions on a widget:

- Clone
- Delete
- Edit

• Expand

How do I download report data?

You can save the report data from an expanded widget as a CSV file. Click the more icon in the top right corner of an expanded widget and select **Download widget**.

How can I expand a report to fill the dashboard?



Click on the more icon in the top right corner of a widget and select **Expand to Tab** to see a detailed view of your report.

There are four chart types available in the expanded widget:

[+] Line



[+] Grouped Bar



[+] Stacked Bar

GAX Dashboard (Configuration	Routing Param	eters Administration								Demo ?
A default (Queue Distr	Bution (Agent Activity Glob (Queue Activity	~	et Activity by B (Agent State	Duratio)	Queue Overflow Re (+	
Queue Distrit	bution								÷	F 1	P" III
Alphabetically	- 0	,		Daily City Queue@Switch Calls Waiting	51 0		100	110	Time Italiation		
Daily City Queue@Switch	107								All Statistics		
Inbound Queuegiswitch	65				_	_					
West Coast Queuegi Switc	n 93					_			Calls Waiting		
									Calls Offered		
									Calls Answered		
									Agents Logged In		
									Agents Ready		

[+] Grid

🗟 GAX 🖬										
& Workload Manag!	Work Items Activity	CT-EWM-Current	CT - EWM - Dverd	H (+						
CT - EWM Res	CT - EWM Resource ====================================									
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Sippola, Kristi	1 🔺	1	1 0	0	0	0	00:11:42	00:11:42		
Chanel, Monique	3 🛛	3	1 0	0	0	0	00:36:21 🗿	01:49:05		
Milburn, Kristen	1 🔺	1	0 0 0	0	0	0	00:12:26	00:12:26		
Hammond, Steve	0 😐	0	0 0 0	0	0	0	00.00.00 😣	00.00.00		
McDaddy, Trevor	a 😐	0	0 0 0	0	0	0	00.00.00 😣	00.00.00		

This expanded report opens within a new tab, so you won't impact your initial dashboard. You can rename your new tab by clicking on the more icon in the top right corner of the tab and select **Rename Tab**. From here, you can use sort options, define objects, and define statistics. Click the pencil icon to change the number of columns for the Grid.