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## Genesys Pulse Help

[Add a widget](#)

# Add a widget

It's easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined report 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.

## Contents

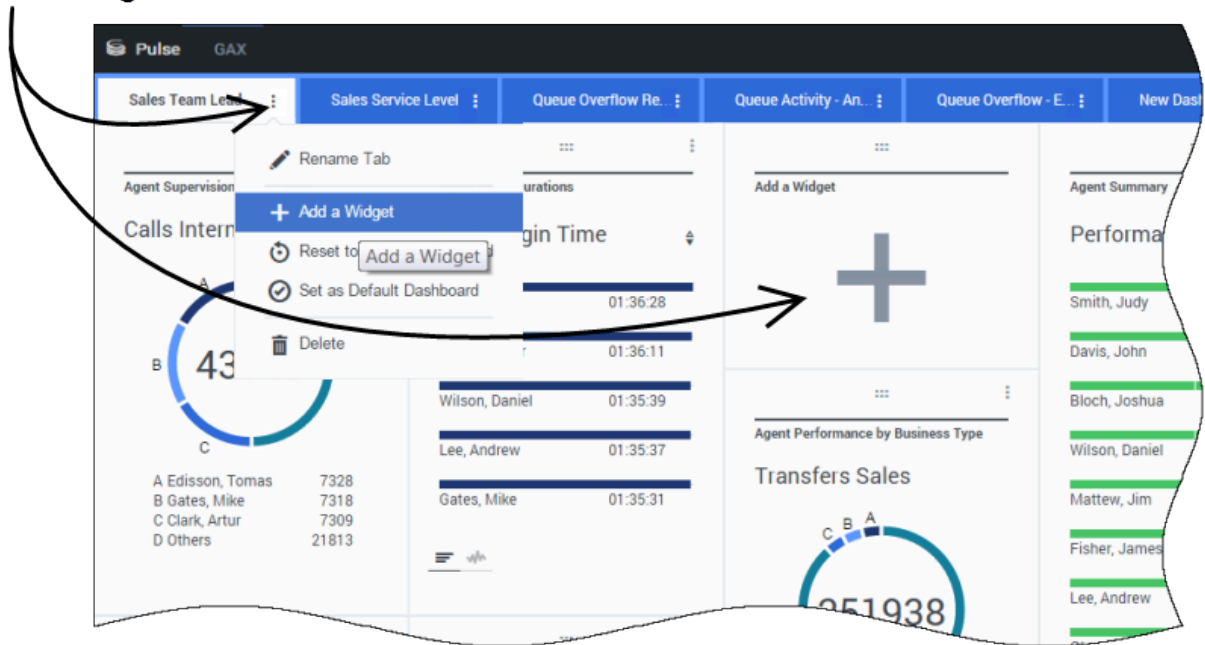
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Add a widget

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Add reports

*add a widget*



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.

## Add a widget

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## Build a report

The screenshot illustrates the 'Add Widget' process in Genesys Pulse. The top navigation bar includes 'Pulse', 'GAX', and a 'default' dropdown. The main header shows 'Blank Dashboard', 'Add Widget', 'Dashboard', and 'Copy of Dashboard'. The 'Add Widget (Blank Dashboard)' modal is open, displaying a table of widget templates. The 'Agent Group Status' template is selected, and its details are shown on the right, including a 'Select Widget' button. A handwritten note 'select widget' with an arrow points to this button. Below the table, the 'Add Widget (Blank Dashboard) > Agent Group Status Template' configuration screen is shown. It features two tabs: 'Objects/Statistics' and 'Display Options'. The 'Objects' tab is active, showing a list of objects with checkboxes. The 'QA' object is selected. A handwritten note 'review all tabs' with arrows points to both the 'Objects/Statistics' and 'Display Options' tabs. To the right, the 'Widget Summary' panel shows the selected objects (23) and statistics (18). At the bottom, there are 'Cancel' and 'Save' buttons.

Widget Template	Type	Modified
Agent Group Status	Agent Group, Place Group	
Agent KPIs	Agent, Agent Group, Plac...	11/03/2015
Agent KPIs	Agent, Agent Group, Plac...	
Agent Login	Agent	

Widget Summary

Objects (23)

- GSYS\_Agent
- GSYS\_Agent
- GSYS\_Calling\_Log
- GSYS\_Client\_Log
- GSYS\_Client\_Log
- GSYS\_Client\_Log
- + 13 More

Statistics (18)

- Internal
- Ringin
- Logged Out
- % Ready
- % Not Ready
- % Inbound
- Show first 10

Genesys Pulse guides you through the process of creating or changing report widgets. Click 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:

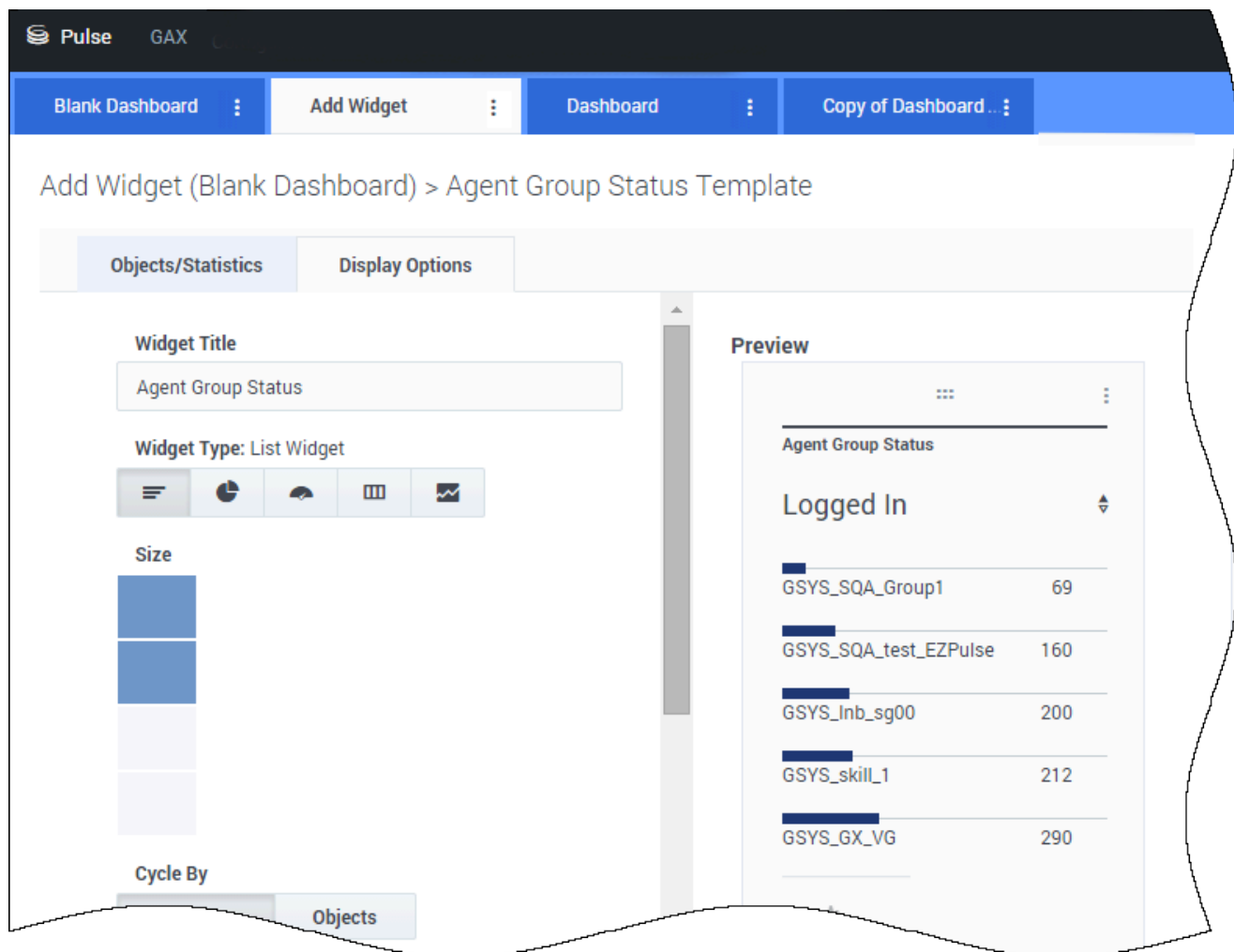
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## Add a widget

- 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



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.

## Add a widget

- 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.

## Select Collectors

Add a Widget (Blank Dashboard) > Chat Service Level Performance Template

The screenshot displays the 'Add a Widget' configuration screen for the 'Chat Service Level Performance Template'. It features three tabs: 'Objects', 'Statistics', and 'Display Options'. The 'Statistics' tab is active, showing a list of statistics to select. The 'Collectors Setup' dialog is open, allowing the user to assign specific Pulse Collectors for a particular widget. The dialog includes an 'Auto' toggle, 'Site 1' and 'Site 2' dropdowns, and a 'Notification Frequency (second)' field. The 'Site 2' dropdown is currently open, showing a list of collectors: 'collector1', 'collector2', 'collector3', and 'collector4'. The 'Site 1' dropdown is set to 'collector1'. The 'Notification Frequency (second)' field is set to '60'. The configuration panel also includes fields for 'Display Name', 'Description', 'Alias', 'Notification Mode', 'Statistic Type', 'Display Format', and 'Group by Columns'.

Starting with release 8.5.108, Genesys Pulse allows users to assign specific Pulse Collectors for a particular widget. To enable this functionality, you need to set the **enable\_manual\_collector\_binding** option to true in GAX configuration and assign the role with the Pulse Manually Bind Collectors privilege to selected users.

On the screenshot you can see Site 1 and Site 2 as it is a multisite configuration. For a singlesite configuration there will be only one site.

## 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](#)