GENESYS™

Genesys Pulse Help
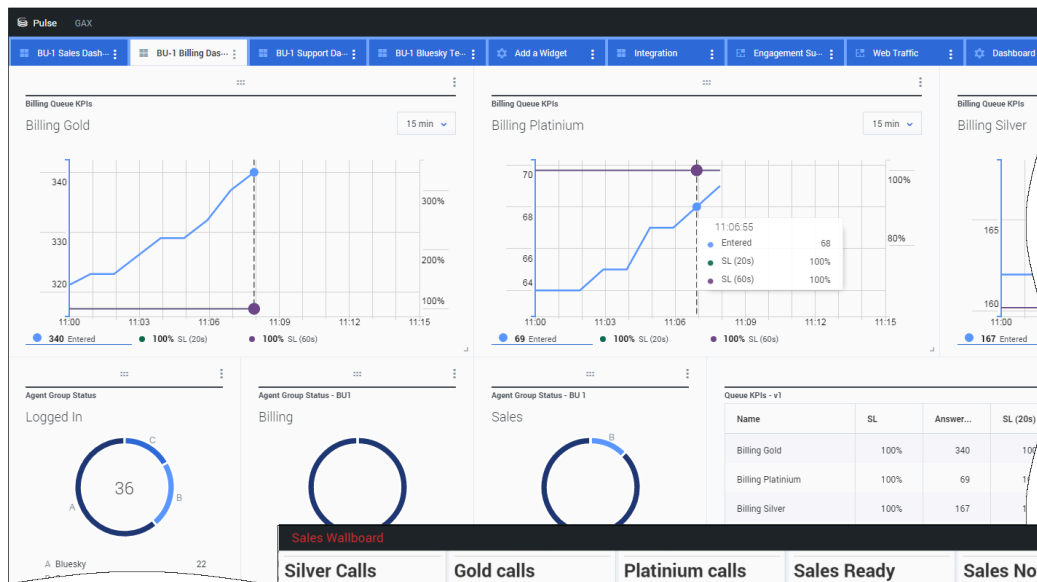
Genesys Pulse Help

5/12/2025

Genesys Pulse Help

Genesys Pulse is a widget-based performance dashboard solution for monitoring contact center resources in real time.
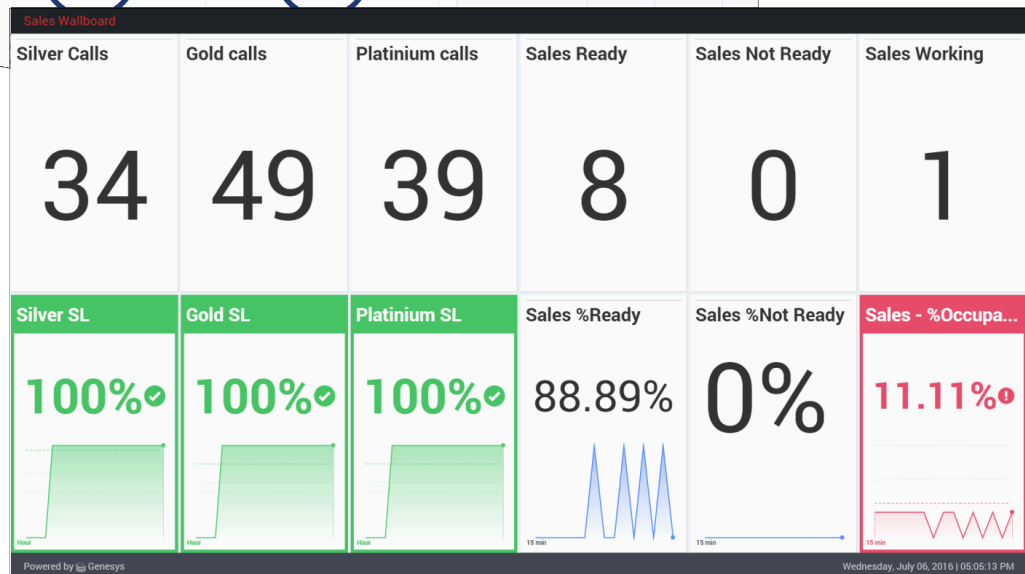
> ### Important
> You cannot use compatibility mode in Internet Explorer, even if you are using a supported version.

dashboard

wallboard

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 widget 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

New to Pulse

Your version of Pulse might not include all the new functionality covered in this guide:

- Wallboards are now available.
- List of report templates included in Pulse.