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Genesys Pulse Deployment Guide

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Genesys Pulse is a Genesys application that enables at-a-glance views of real-time contact center statistics within the 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. See the [Genesys Pulse Help](#) for an overview of how to use Genesys Pulse.