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Genesys Pulse Help

Widget Types

Widget Types

The widgets on the Genesys Pulse dashboard display charts that provide an at-a-glance view of what is happening in your contact center. The best way to choose a report widget type is to preview the widget when you add a new widget. This allows you to see which widget type best displays what you want to see in your report. The Text widget is created from the Text Widget template and the Alert widget is created from Alert Widget template.

Contents

- [1 Widget Types](#)
 - [1.1 Alert widget](#)
 - [1.2 Donut widget](#)
 - [1.3 Grid widget](#)
 - [1.4 KPI widget](#)
 - [1.5 Line Chart](#)
 - [1.6 List widget](#)
 - [1.7 Text widget](#)

Alert widget

The Alert Widget interface displays a list of alerts with the following components:

- Alert Widget Header:** Includes filters for active alerts (2), warnings (0), successes (2), expired (0), and deactivated (0).
- Alert Cards:**
 - Service Level (10s) for US_VQ_Group is $\geq 110\%$:** Shows a red exclamation mark icon and a red box with 3813%. Includes links for Queue KPIs, Demo Dashboard 2, and actions for Last Updated (17:44), Snooze, and Deactivate.
 - Service Level for US_VQ_Group is $\geq 110\%$:** Shows a red exclamation mark icon and a red box with 3825%. Includes links for Queue KPIs, Demo Dashboard 2, and actions for Last Updated (17:44), Snooze, and Deactivate.
 - Service Level (20s) for US_VQ_Group is $\leq 7000\%$:** Shows a green checkmark icon and a green box with 3822%. Includes links for Queue KPIs, Demo Dashboard 2, and actions for Last Updated (17:44), Snooze, and Deactivate.
 - Not Ready for multiple Agent Groups is ≤ 3000 :** Shows a green checkmark icon and a green box with 5 Objects. Includes links for AirBnB Agent Group Status, Demo Dashboard 2, and actions for Last Updated (17:45), Snooze, and Deactivate.
- Summary Bar:** Displays four status categories:
 - ≥ 5000 :** 0 of Objects (0% of Objects) with a red exclamation mark icon.
 - ≥ 4000 :** 0 of Objects (0% of Objects) with an orange warning icon.
 - Neutral:** 0 of Objects (0% of Objects) with a blue neutral icon.
 - ≤ 3000 :** 5 of Objects (100% of Objects) with a green checkmark icon.
- Actions:** A "Snooze All" button is located at the bottom left.

The Alert widget is created from the Alert Widget template. Alerts from widgets on specified dashboards (or wallboards) will be displayed on the Alert widget. Alerts can be deactivated (and reactivated later) or snoozed (the default snooze timeout is 15 minutes).

Donut widget



A Donut chart shows a proportional representation of the parts of a whole sample, similar to a pie chart.

The Donut widget displays either:

- One statistic for up to ten specific objects. If more than 10 objects are defined, the widget displays specific values for nine of them and summarized Others value for the rest.
- One object with the values of up to ten defined statistics.

Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.

The Total, Average, Maximum, Minimum, or no value can be displayed in the center of the Donut widget.

Grid widget

Edit Widget (Demo Dashboard) > Agent KPIs

Objects

Statistics

Display Options

Alerts

Preview in Presentation Mode (live data not shown here)

Agent KPIs

Name ▲	Login Time Ra...	Ready Time	Not Ready Time	Q
Anastasio, Jae	00:06:56	00:14:08	00:07:41	
Batt, Demarcus	00:02:27	00:08:47	00:00:39	
Bufkin, Sandra	00:08:22	00:02:56	00:12:05	
Burlingame, Greg...	00:10:33	00:09:09	00:15:04	
Candy, Adrian	00:15:43	00:03:47	00:16:34	
Doe, John	00:02:51	00:03:22	00:06:04	
Doom, Tona	00:12:37	00:02:02	00:04:47	
Gildersleeve, Libr...	00:05:58	00:03:22	00:02:16	
Hilyard, Ellena	00:07:56	00:01:11	00:10:31	
Hoffer, Gerardo	00:09:54	00:01:39	00:12:46	
Isaacs, Teresa	00:12:44	00:00:59	00:16:12	

Statistics

3 Selected

☐ Pin Name Column

Row Density

Comfy Compact

Row Color Contrast

Low High

Widget refresh rate

60 seconds

Cancel

Save

The Grid widget displays a list of items and their related statistics.

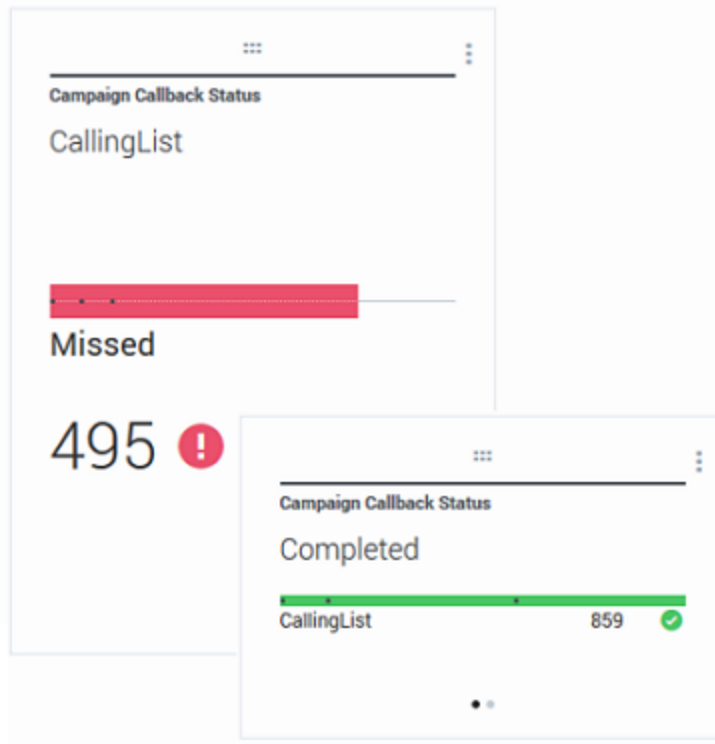
Starting with release 9.0.001, new options are available on the Display Options tab of the Widget Wizard for the Grid widget:

- **Row Density:**
Comfy (default) or Compact
- **Row Color Contrast:**
Low (default) or High

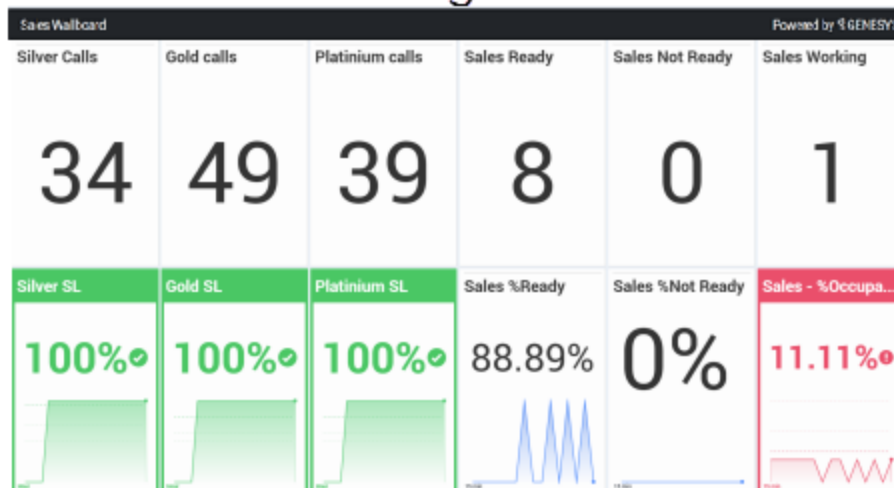
The Grid widget can display grouped by columns statistics.

KPI widget

dashboard KPI widgets



wallboard KPI widgets



Important

The maximum value for the bar charts in KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Dashboard KPI Widget

The dashboard KPI widget displays either one statistic for several objects or several statistics for one object, depending on the value of the Cycle By option. The Cycle By option is available if the widget has objects selected individually, not by group.

Wallboard KPI Widget

The wallboard KPI widget is different from the dashboard KPI widget. The Wallboard KPI widget displays only one statistic for one selected object and is designed for large screen sizes. You can choose only between a regular or sparkline widget.

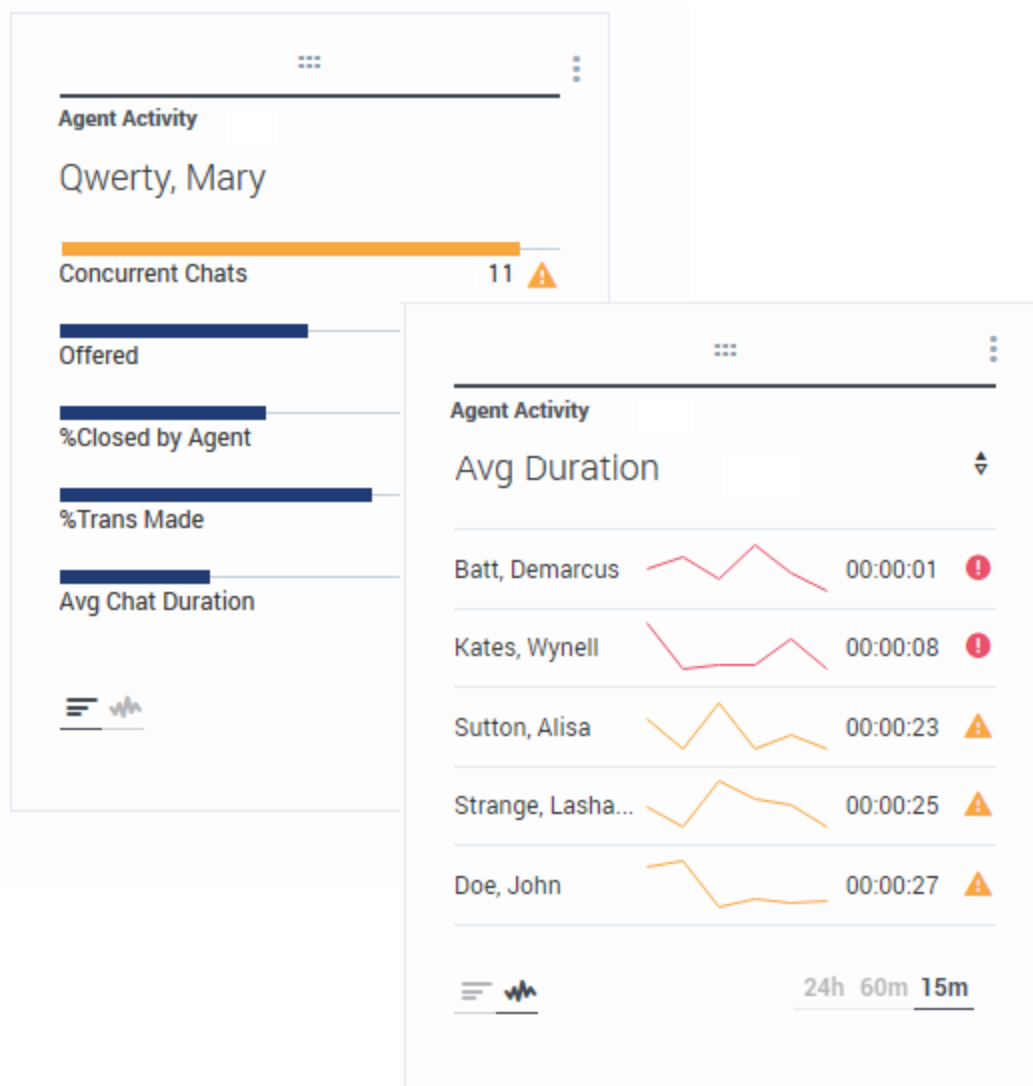
You can enable an additional line for a statistic trend if you change the **Format** option to **Sparkline**.

Line Chart



You can use the line chart to, for example, compare the trend of calls answered by each agent. You can choose the 15 minutes, one hour or one day display interval. Select up to three objects with the Headline type Statistics or up to three statistics with the Headline type Object.

List widget



The List widget displays either one statistic for many objects or many statistics for one object. Depending on the reference selected, the Headline type option might be available for this widget type.

The maximum value for the bar charts in List widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Important

Non-numeric (error) values are converted to numeric to land on a straight line between the previous and next valid values.

For example, if a statistic has the historical values:

10, 10, 10, 10, Error, Error, Error, 50, 50, Null, 10.

The chart values may be drawn on a straight line as:

10, 10, 10, 10, 20, 30, 40, 50, 50, 30, 10.

Text widget

Display Options

Widget Title

Text Widget

☒ Show Title in Widget

Size

Background Color

#2d8cd2

Text

Normal B I A

Text widget allows to display the text information. It can be pinned to the bottom of a dashboard or wallboard and used as a news ticker. You can change the size and style of the text, customize the background color.

Specific font size is applicable for the pinned view only. The normal widget view will show text that is auto-resized to fit the whole widget size.

Preview in Presentation Mode (live data not shown here)

Normal Widget View

Text Widget

Text widget allows to display the text information. It can be pinned to the bottom of a dashboard or wallboard and used as a news ticker. You can change the size and style of the text, customize the background color.

Pinned to Bottom

Text widget allows to display the text information. It can be pinn...

The Text widget is created from the Text Widget template.

Starting with release 8.5.108, Genesys Pulse includes the ability to display broadcast information to

its audience with a text widget type. The text widget can be displayed as a news feed ticker and edited by Administrators.

Starting with release 9.0.001, you can change the size, color, and style of the text and customize the background color. When created on a wallboard, text widget, by default, inherits the current wallboard's theme in the full-screen mode.