

# **GENESYS**

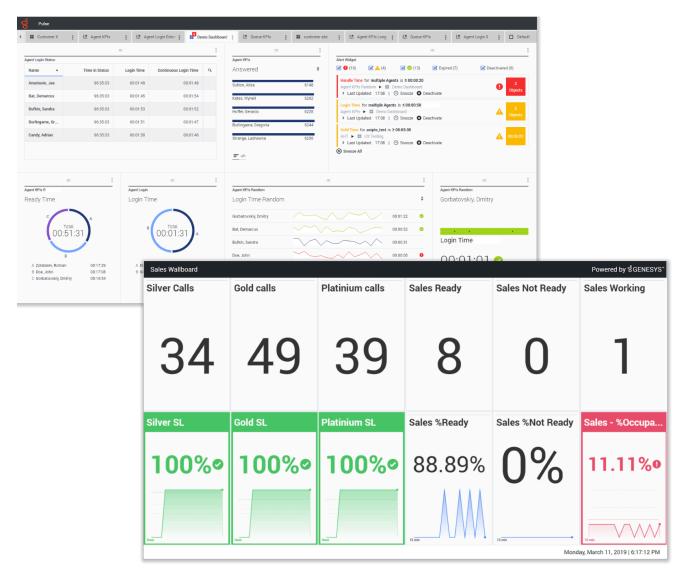
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## Genesys Pulse Help

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Genesys Pulse is a widget-based performance dashboard solution for monitoring contact center resources in real time.



#### You can

• create dashboards or wallboards to monitor agents, agent groups, queues, and more.

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- customize report widgets to display user-defined Donut, Grid, Key Performance Indicator (KPI), List, or Line charts.
- use standard widget templates, included in Pulse, and define your own report templates to quickly create 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

## Tip

- For proper viewing of Genesys Pulse in your browser, please use supported browsers and make sure your monitor resolution is not less than 1024x768.
- Genesys Pulse supports the two latest releases of Google Chrome, Apple Safari, Microsoft Edge, and the latest release of Firefox ESR.

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