Genesys Pulse Help

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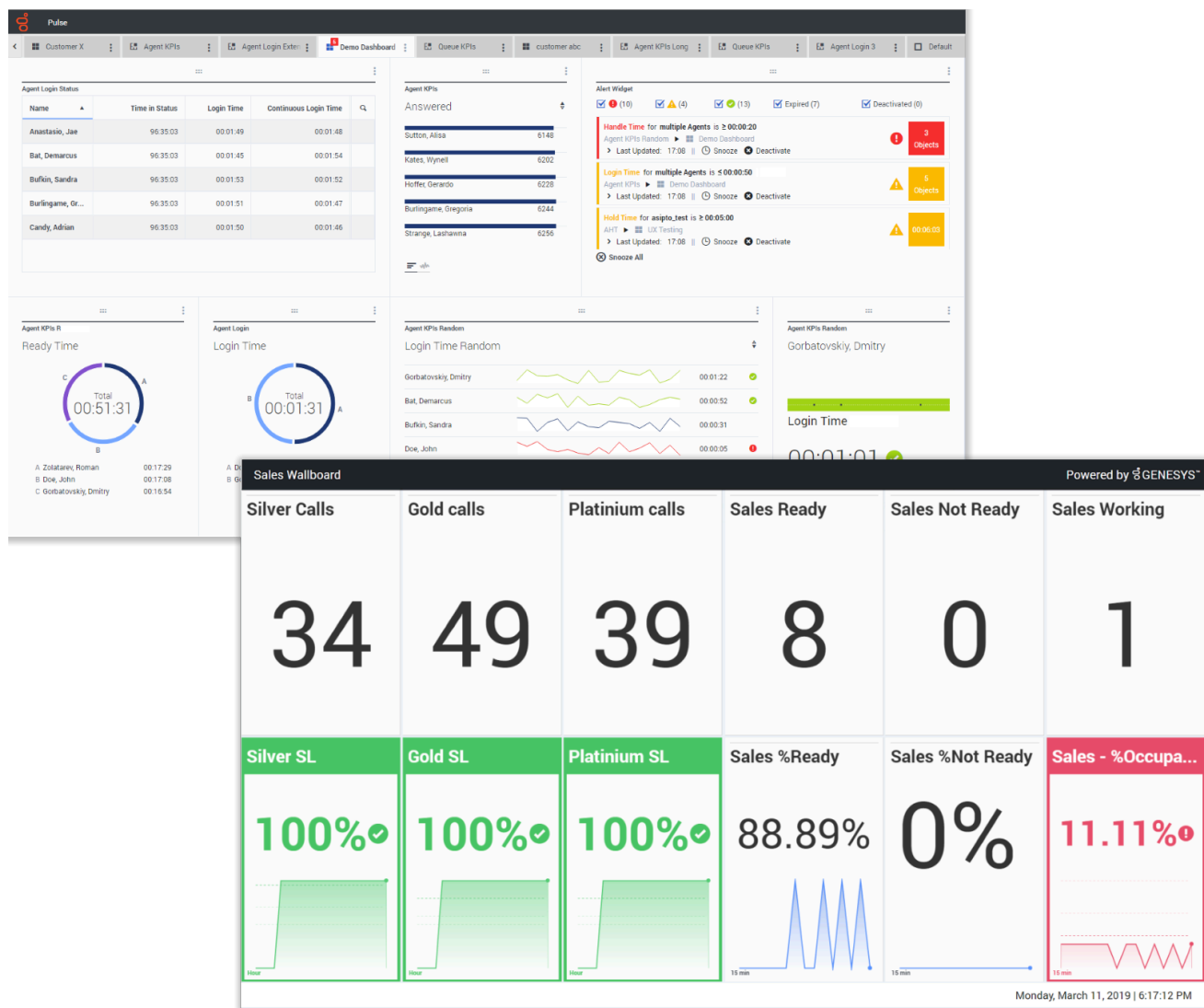
You can

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

- 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.