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Genesys Pulse Help

Introducing Pulse

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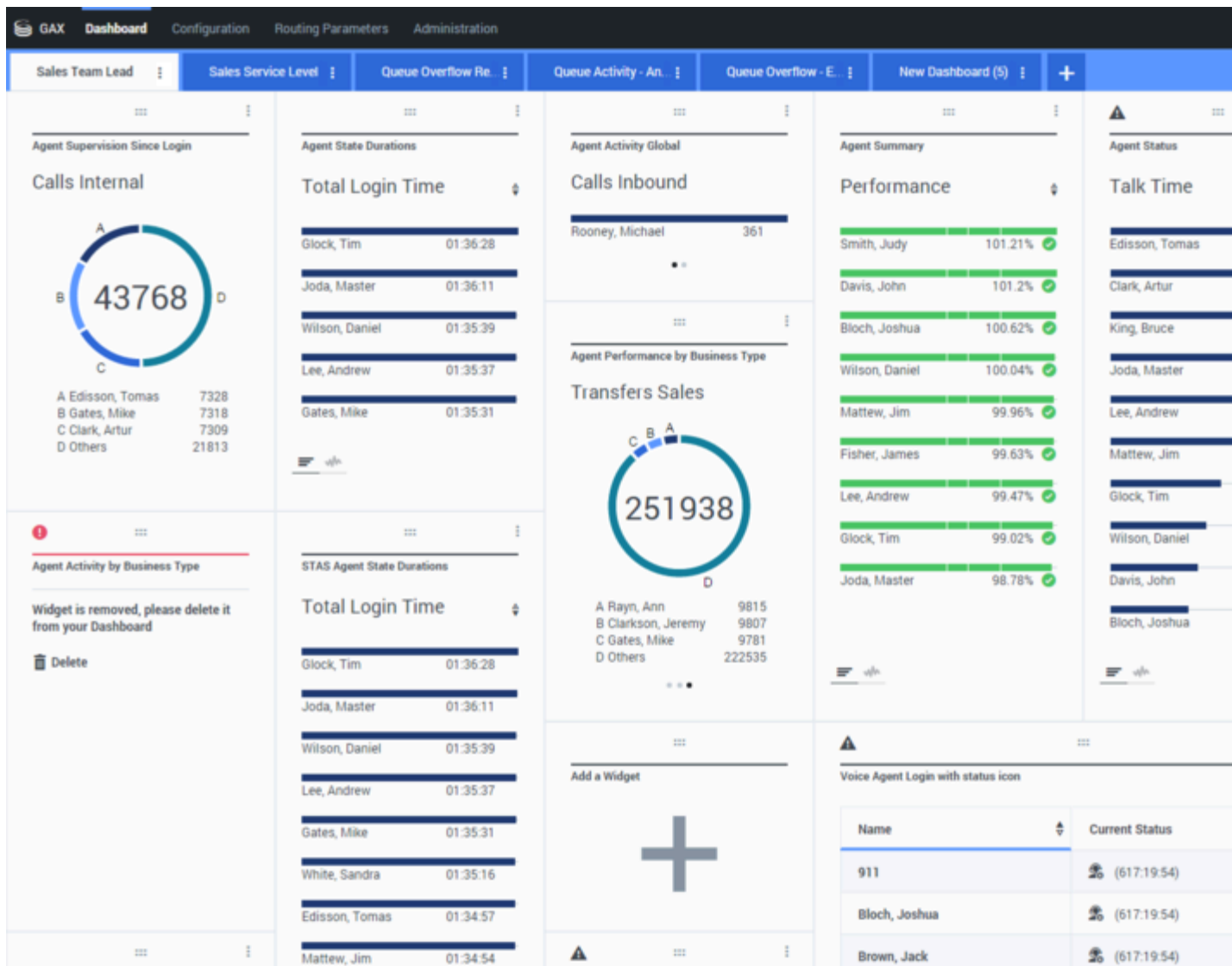
Genesys Pulse is a widget-driven, graphical user application, which is accessible from a web browser as a Genesys Administrator Extension (GAX) plug-in application. Using a direct communication link to a real-time metrics engine, Stat Server, Genesys Pulse enables at-a-glance views of real-time contact center statistics within the GAX user interface.

The tabs below provide a quick visual representation of some of the Pulse functionality and a list of the Genesys-provided templates.

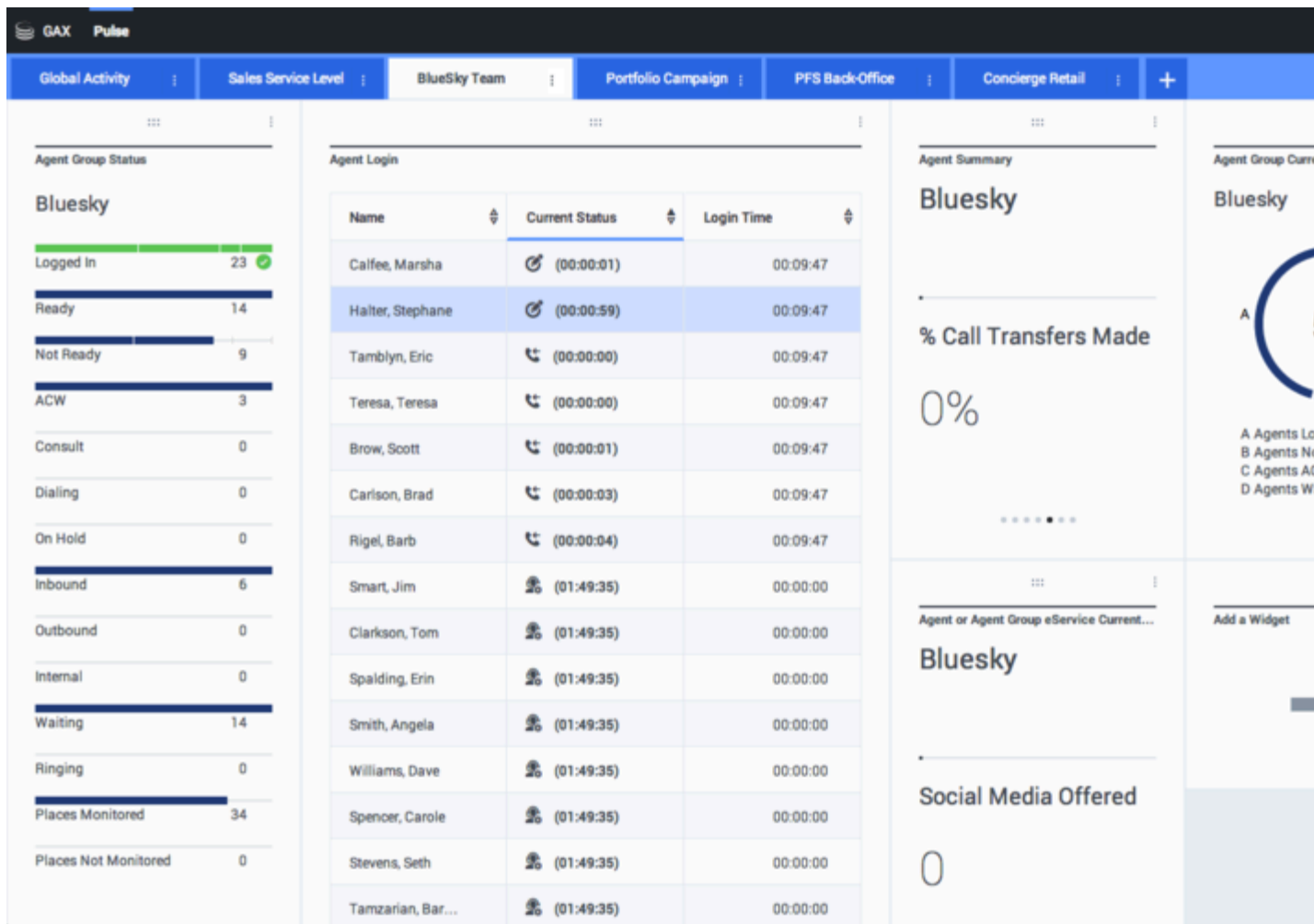
Dashboard

Pulse Dashboard Examples

1. Examples of a Sales Team Lead dashboard

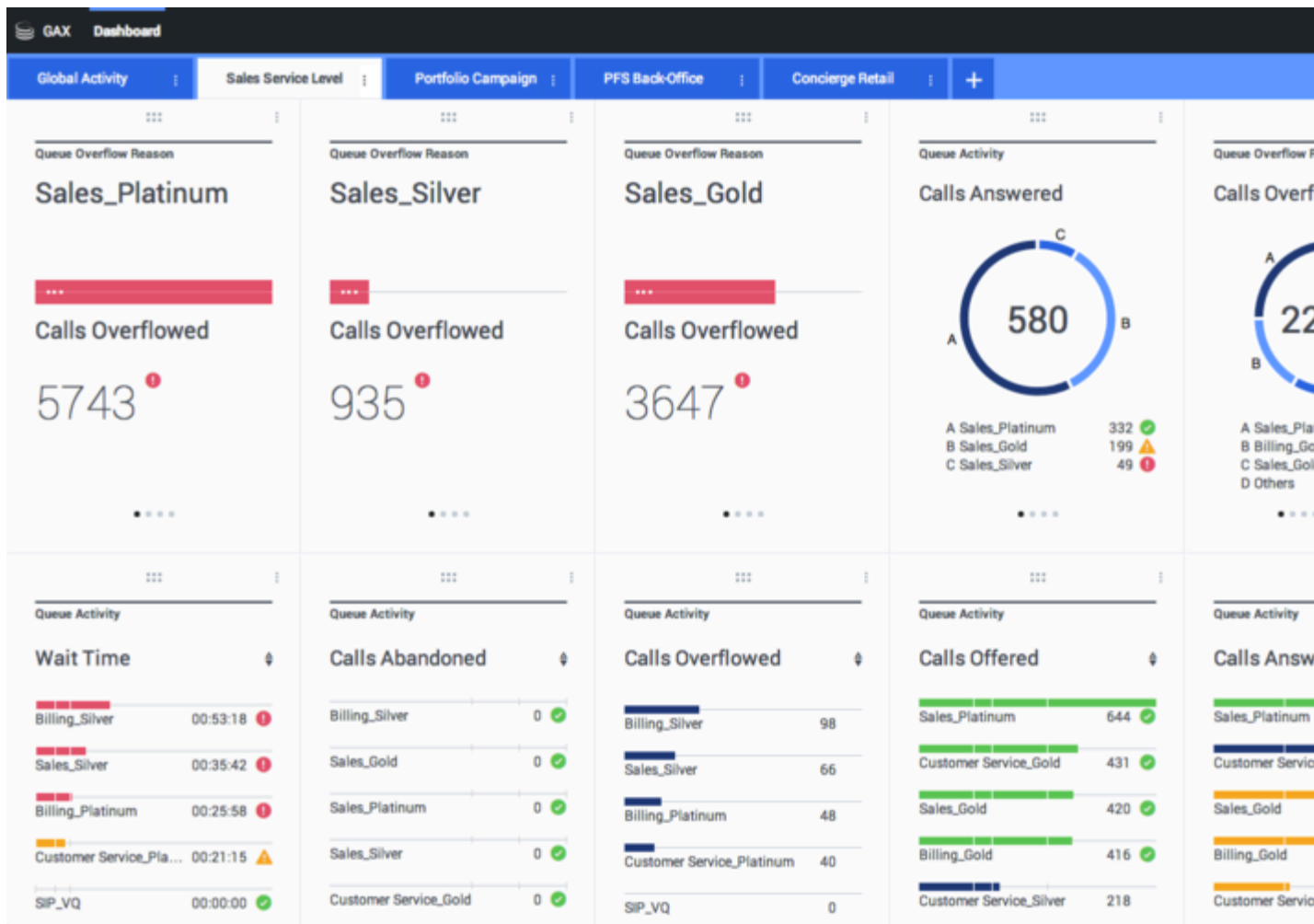


User-defined Sales Team Lead dashboard



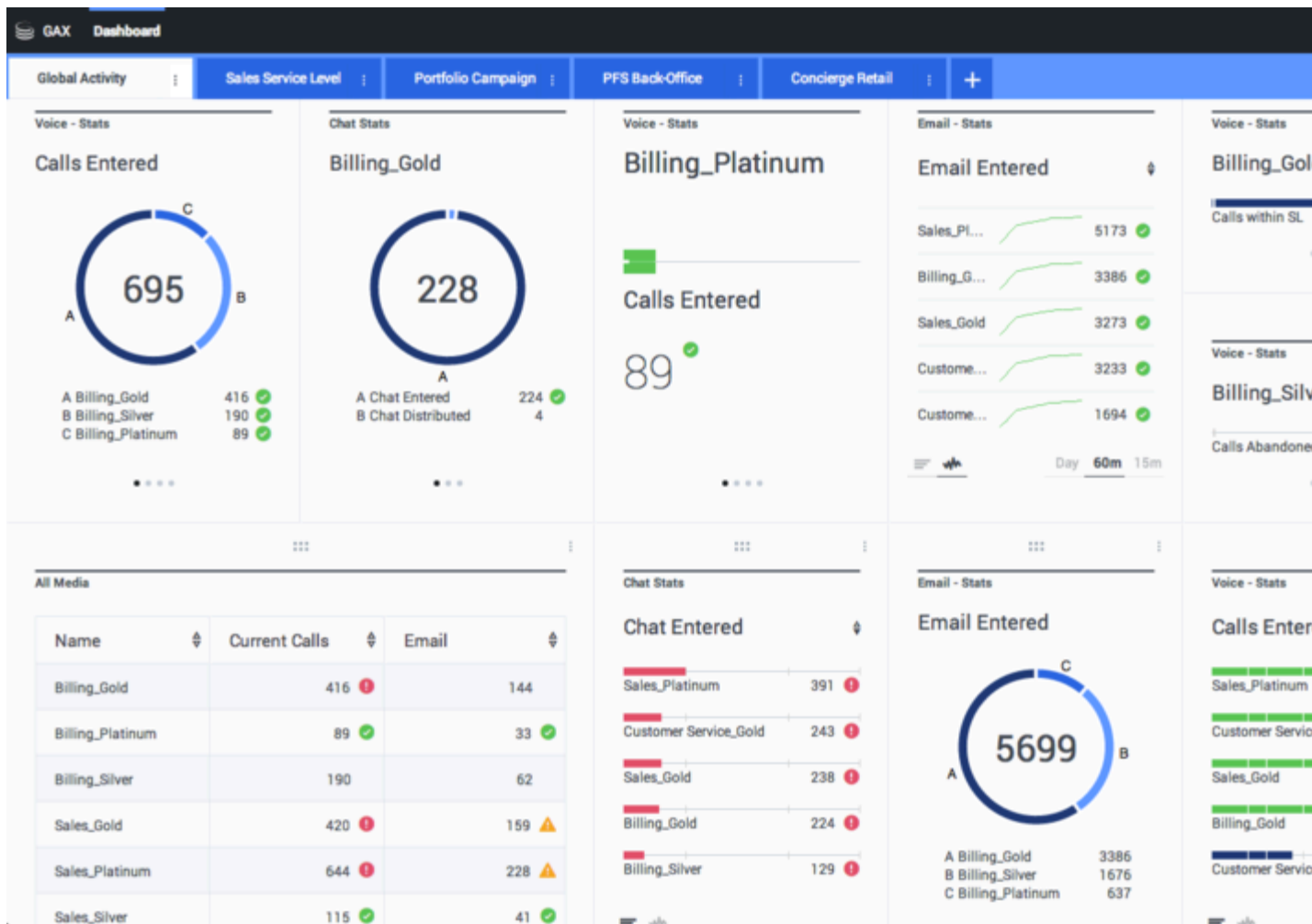
User-defined Sales Team Lead dashboard

2. Example of a Sales Service Level dashboard for Supervisor



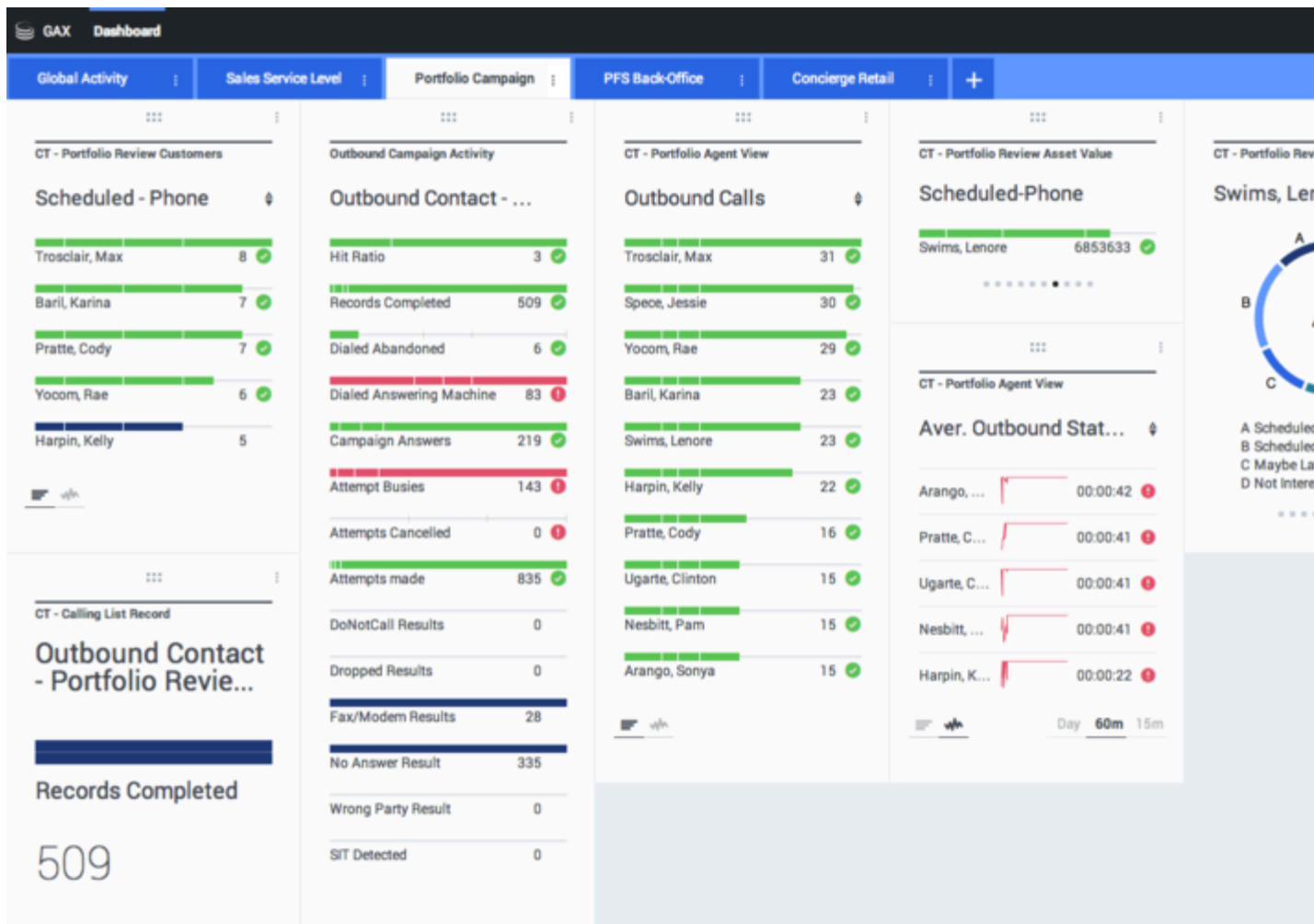
User-defined Sales Service Level dashboard for Supervisor

- 3. Example of a multi-channel dashboard for Supervisor



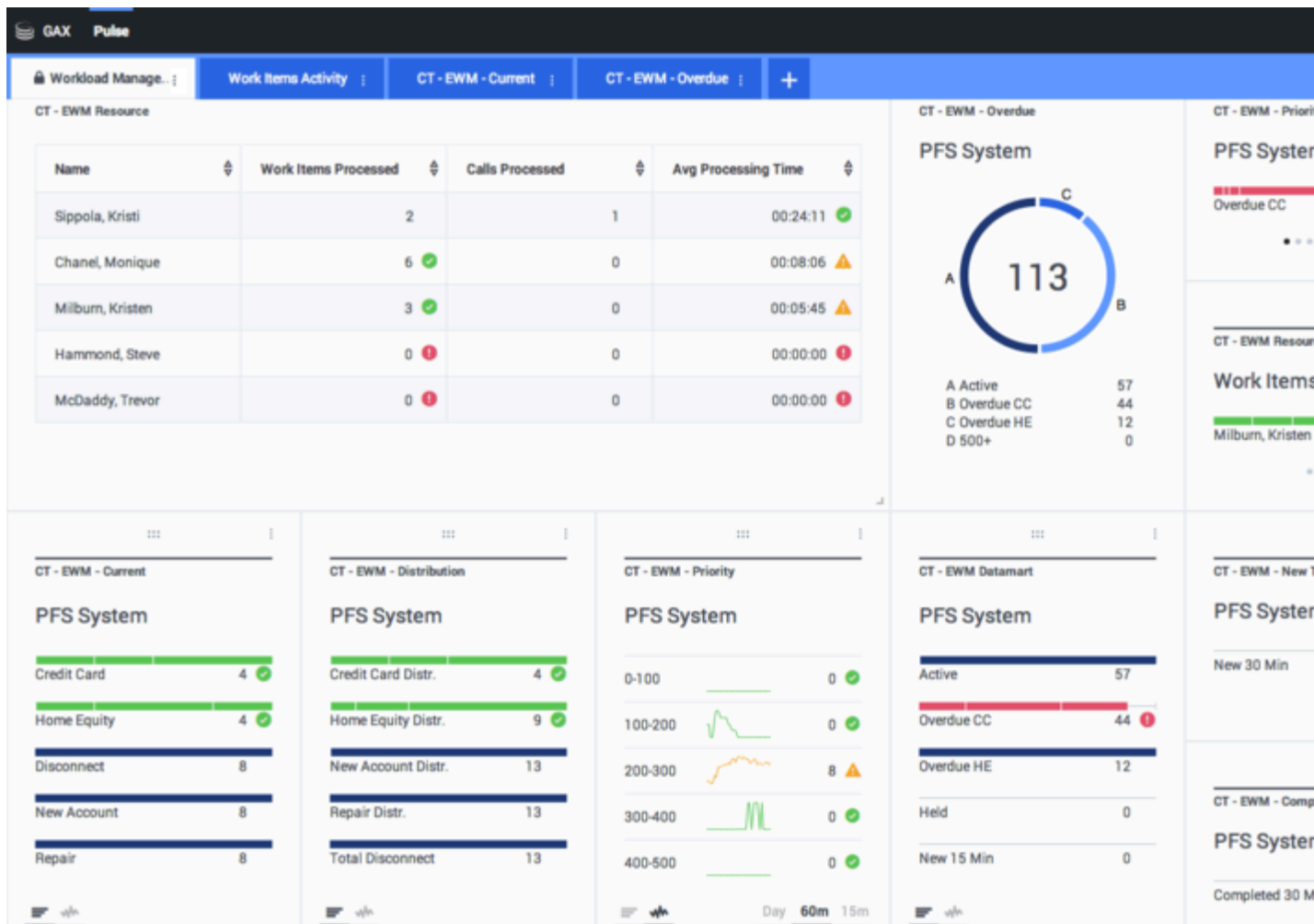
User-defined multi-channel dashboard for Supervisor

4. Example of an outbound campaign dashboard for Supervisor



User-defined outbound campaign dashboard for Supervisor

5. Example of a back-office dashboard for Supervisor



User-defined back-office dashboard for Supervisor

Expanded Charts

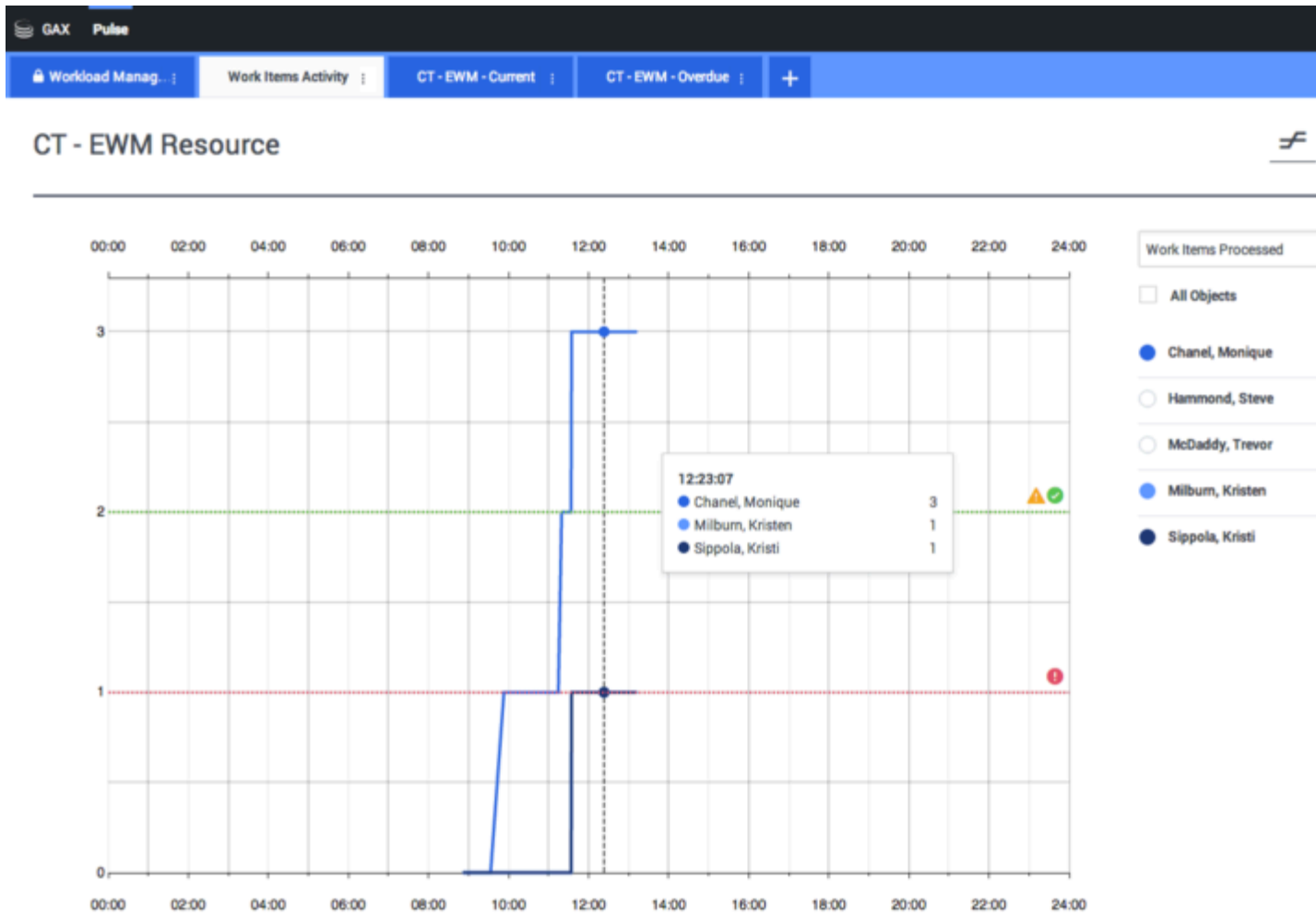
Expanded Charts

You can expand a widget to view detailed charts: Line; Grouped Bar; Stacked Bar; and Grid. Within the expanded charts, you can use sort options, define objects, and define statistics.

1. Line Chart

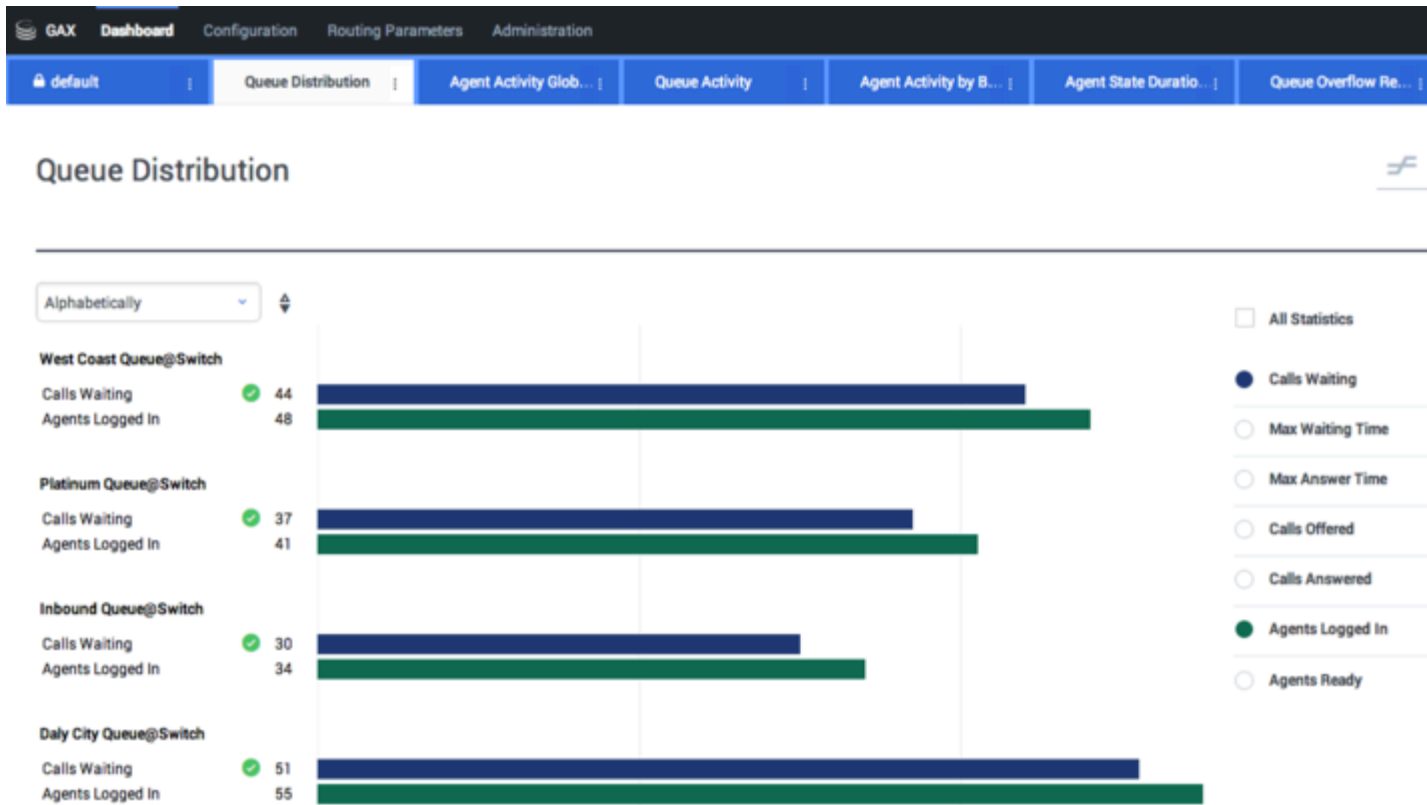


Line Chart



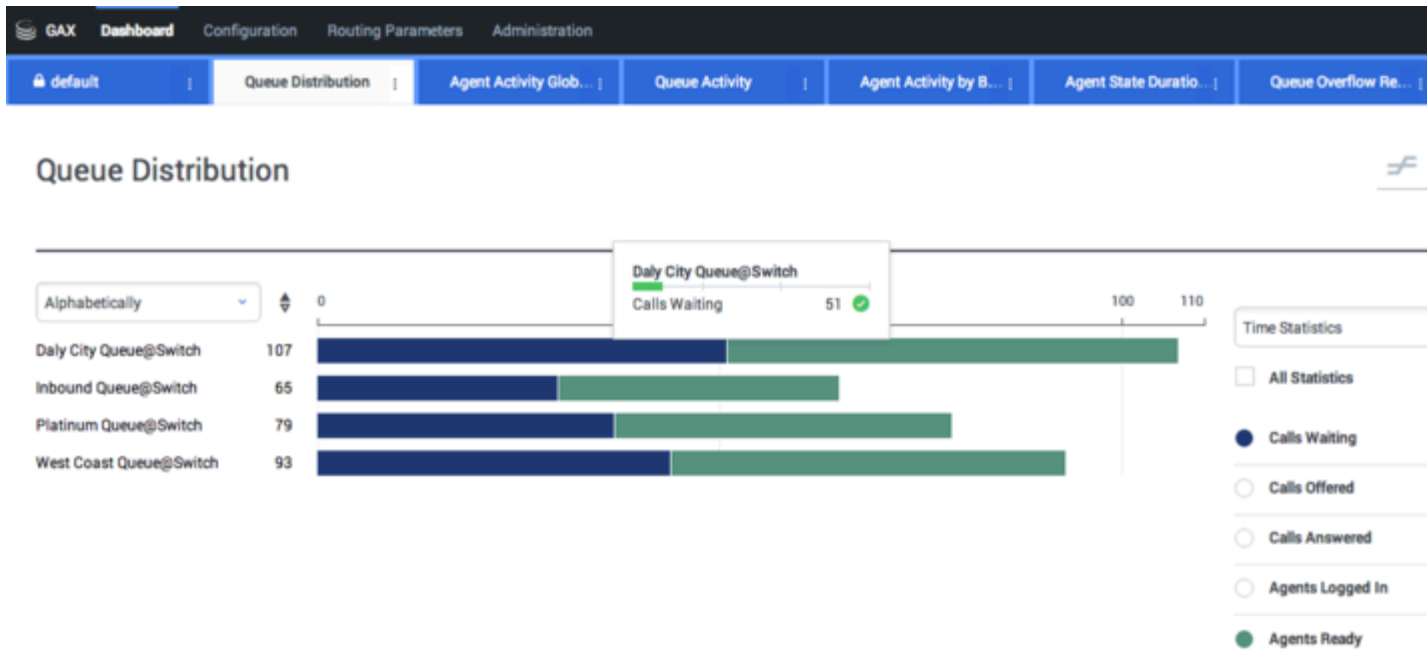
Line Chart

2. Grouped Bar Chart



Grouped Bar Chart

3. Stacked Bar Chart



Stacked Bar Chart

4. Grid

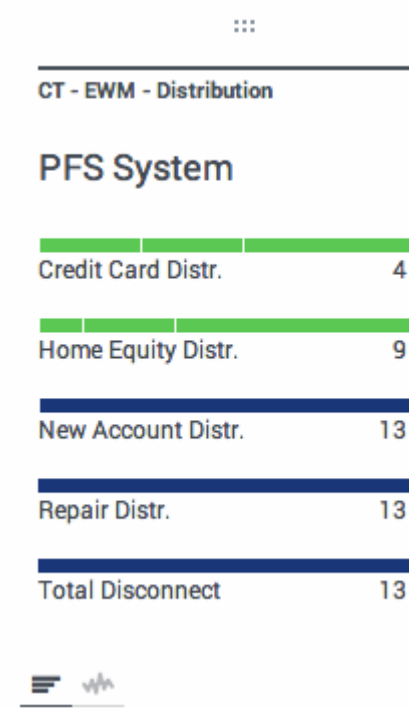
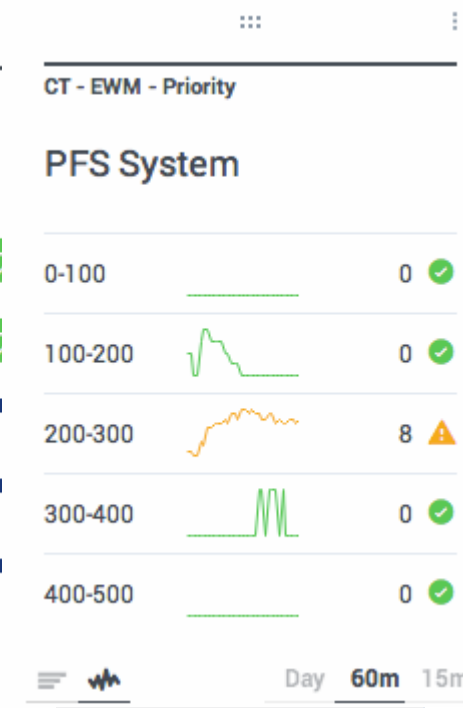
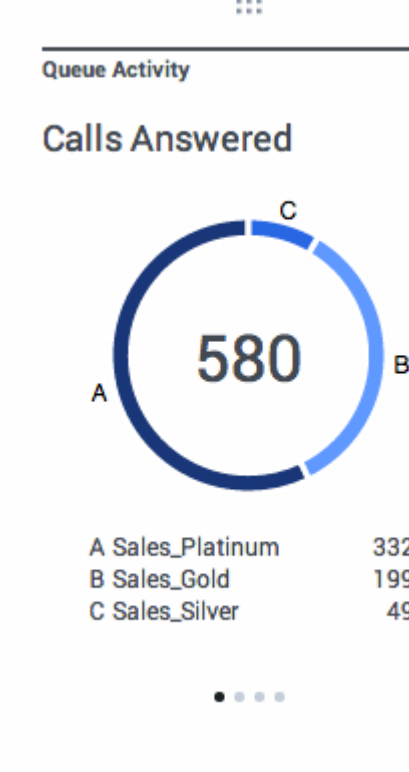
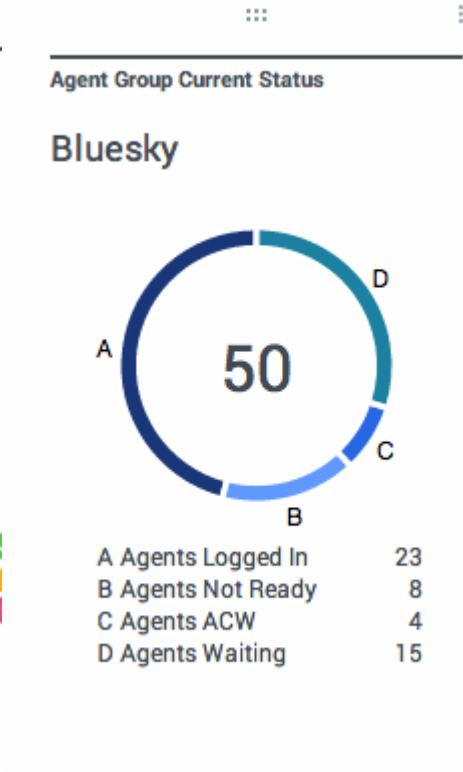
Name	Work Items Processed	Work Items Accepted	Work Items Rejected	Work Items Terminated	Calls Processed	Calls Transferred	Work Items Transfers	Avg Processing Time
Sippola, Kristi	1	1	1	0	0	0	0	00:11:42
Chanel, Monique	3	3	1	0	0	0	0	00:36:21
Milburn, Kristen	1	1	0	0	0	0	0	00:12:26
Hammond, Steve	0	0	0	0	0	0	0	00:00:00
McDaddy, Trevor	0	0	0	0	0	0	0	00:00:00

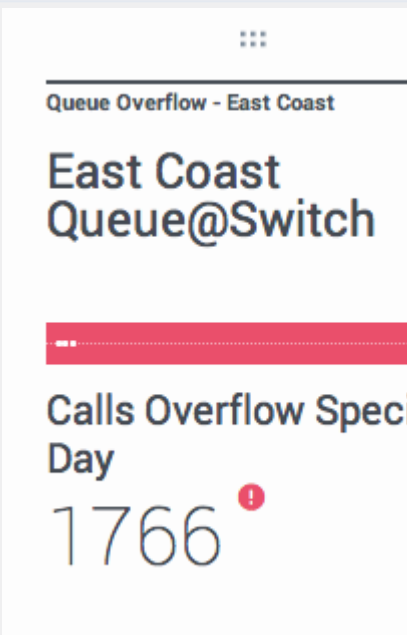
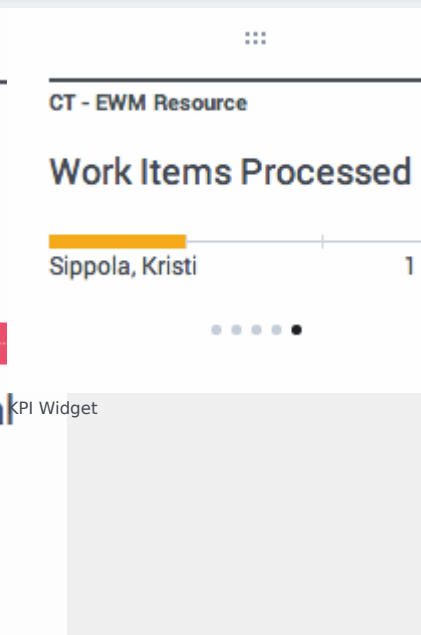
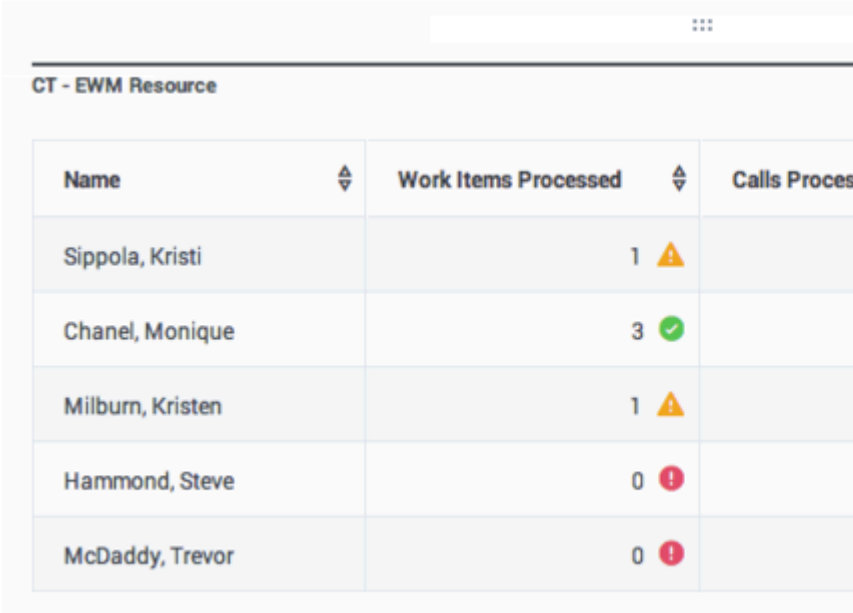
Grid

Widgets

Widgets

On the Pulse dashboard, statistics and objects can be displayed within different type of user-defined widgets: Donut; Grid; Key Performance Indicator (KPI); and List. You can view and select additional details and options by expanding a widget to a dashboard tab.

Widget	Examples																															
<p>List Widget</p> <p>This 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.</p>	 <p>CT - EWM - Distribution</p> <p>PFS System</p> <table border="1"> <tr><td>Credit Card Distr.</td><td>4</td><td>🟢</td></tr> <tr><td>Home Equity Distr.</td><td>9</td><td>🟢</td></tr> <tr><td>New Account Distr.</td><td>13</td><td></td></tr> <tr><td>Repair Distr.</td><td>13</td><td></td></tr> <tr><td>Total Disconnect</td><td>13</td><td></td></tr> </table>	Credit Card Distr.	4	🟢	Home Equity Distr.	9	🟢	New Account Distr.	13		Repair Distr.	13		Total Disconnect	13		 <p>CT - EWM - Priority</p> <p>PFS System</p> <table border="1"> <tr><td>0-100</td><td>0</td><td>🟢</td></tr> <tr><td>100-200</td><td>0</td><td>🟢</td></tr> <tr><td>200-300</td><td>8</td><td>⚠️</td></tr> <tr><td>300-400</td><td>0</td><td>🟢</td></tr> <tr><td>400-500</td><td>0</td><td>🟢</td></tr> </table>	0-100	0	🟢	100-200	0	🟢	200-300	8	⚠️	300-400	0	🟢	400-500	0	🟢
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<p>Donut Widget</p> <p>This widget displays either:</p> <ul style="list-style-type: none"> • one statistic for four specific objects • one statistic for three top objects and a sum the remaining objects • one object with the values of four defined statistics <p>Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.</p>	 <p>Queue Activity</p> <p>Calls Answered</p> <p>580</p> <table border="1"> <tr><td>A Sales_Platinum</td><td>332</td><td>🟢</td></tr> <tr><td>B Sales_Gold</td><td>199</td><td>⚠️</td></tr> <tr><td>C Sales_Silver</td><td>49</td><td>🔴</td></tr> </table>	A Sales_Platinum	332	🟢	B Sales_Gold	199	⚠️	C Sales_Silver	49	🔴	 <p>Agent Group Current Status</p> <p>Bluesky</p> <p>50</p> <table border="1"> <tr><td>A Agents Logged In</td><td>23</td><td></td></tr> <tr><td>B Agents Not Ready</td><td>8</td><td></td></tr> <tr><td>C Agents ACW</td><td>4</td><td></td></tr> <tr><td>D Agents Waiting</td><td>15</td><td></td></tr> </table>	A Agents Logged In	23		B Agents Not Ready	8		C Agents ACW	4		D Agents Waiting	15										
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<p>KPI widget</p> <p>This 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.</p>	<p>Donut Widget</p>  <p>KPI Widget</p>	<p>Donut Widget</p>  <p>KPI Widget</p>																		
<p>Grid widget</p> <p>This widget displays a grid listing objects in rows with statistics in columns.</p>	<p>Grid Widget</p>  <table border="1" data-bbox="638 1161 1620 1612"> <thead> <tr> <th>Name</th> <th>Work Items Processed</th> <th>Calls Processed</th> </tr> </thead> <tbody> <tr> <td>Sippola, Kristi</td> <td>1 </td> <td>0</td> </tr> <tr> <td>Chanel, Monique</td> <td>3 </td> <td>0</td> </tr> <tr> <td>Milburn, Kristen</td> <td>1 </td> <td>0</td> </tr> <tr> <td>Hammond, Steve</td> <td>0 </td> <td>0</td> </tr> <tr> <td>McDaddy, Trevor</td> <td>0 </td> <td>0</td> </tr> </tbody> </table> <p>Grid Widget</p>		Name	Work Items Processed	Calls Processed	Sippola, Kristi	1	0	Chanel, Monique	3	0	Milburn, Kristen	1	0	Hammond, Steve	0	0	McDaddy, Trevor	0	0
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	<div style="text-align: right; margin-bottom: 5px;">⋮</div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Agent Login</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Name</th> <th style="width: 30%;">Current Status</th> <th style="width: 30%;">Login Time</th> </tr> </thead> <tbody> <tr> <td>Calfee, Marsha</td> <td> (00:00:01)</td> <td>00:09:47</td> </tr> <tr style="background-color: #e6f2ff;"> <td>Halter, Stephane</td> <td> (00:00:59)</td> <td>00:09:47</td> </tr> <tr> <td>Tamblyn, Eric</td> <td> (00:00:00)</td> <td>00:09:47</td> </tr> <tr> <td>Teresa, Teresa</td> <td> (00:00:00)</td> <td>00:09:47</td> </tr> <tr> <td>Brow, Scott</td> <td> (00:00:01)</td> <td>00:09:47</td> </tr> <tr> <td>Carlson, Brad</td> <td> (00:00:03)</td> <td>00:09:47</td> </tr> <tr> <td>Rigel, Barb</td> <td> (00:00:04)</td> <td>00:09:47</td> </tr> </tbody> </table> </div> <div style="margin-top: 5px; font-size: small;">Grid Widget</div>	Name	Current Status	Login Time	Calfee, Marsha	(00:00:01)	00:09:47	Halter, Stephane	(00:00:59)	00:09:47	Tamblyn, Eric	(00:00:00)	00:09:47	Teresa, Teresa	(00:00:00)	00:09:47	Brow, Scott	(00:00:01)	00:09:47	Carlson, Brad	(00:00:03)	00:09:47	Rigel, Barb	(00:00:04)	00:09:47
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Genesys-provided Templates

Genesys-provided Templates

The following is a list of Genesys-provided templates:

Template	Description
Agent Group Status	Presents the current number of agents in the various states.
Agent KPIs	Presents reports with KPIs of agent group in a contact center.
Agent Login	Presents an agent's properties and login information.
Campaign Activity	Monitors the activity associated with outbound campaigns.
Campaign Callback Status	A report presenting information related to

Template	Description
	campaign initiated callbacks.
Campaign Group Activity	Monitor the activity associated with outbound Campaign Groups.
Campaign Group Status	Monitor the current state and durations associated with outbound campaign group activity.
Email Agent Activity	A report presenting agent or agent group activity as it relates to the processing of Email type contacts.
Email Queue Activity	A queue report presenting an overview of current or near real-time activity in the individual email queues.
eServices Agent Activity	Monitors agent group KPIs related to eServices (chat, email, SM) media to monitor and see if behavior problems exist that need to be addressed.
eServices Queue KPIs	A queue report presenting an overview of current or near real-time activity for eServices channels.
IWD Agent Activity	A report presenting agent or agent group activity as it relates to the processing iWD work items type contacts.
IWD Queue Activity	A queue report presenting an overview of current or near real-time activity associated with the iWD queues.
Queue KPIs	Presents call activity statistics associated with the queues.
Queue Overflow Reason	Presents reasons why calls were cleared from queues.