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Genesys Pulse Help

Working with Dashboards and Wallboards

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Working with Dashboards and Wallboards

Use Pulse dashboards and wallboards to display real-time reports within widgets, so that you can monitor your contact center to suit your needs.

Dashboards are for personal use, and provide drill-down reports and contain more detail than a wallboard.

Wallboards can broadcast information on a large screen for a team of people. You can use IFrame, Text, or KPI widgets on your wallboards.

Add a dashboard or wallboard

The screenshot shows the Pulse interface with a dashboard containing two widgets: 'Agent Login' and 'Agent KPIs'. The 'Agent Login' widget displays a table of agent login times, and the 'Agent KPIs' widget displays a table of agent performance metrics. A modal dialog is open, asking 'What would you like to open or create?' with two options: 'Dashboard' and 'Wallboard'. The 'Dashboard' option is selected, and the modal explains that dashboards are for personal use and designed for desktop usage. The 'Wallboard' option is also shown, explaining that wallboards are for broadcasting information to a team and designed for large screen sizes.

What would you like to open or create?

Dashboard

Dashboards are meant for your own personal use and are designed for desktop usage. You will be able to drill down into widgets for deeper analysis.

Wallboard

Wallboards are meant to broadcast and share information to your entire team. They are designed for large screen sizes in public spaces.

To open or create a new dashboard or wallboard, click **Add a Dashboard**.

Then you can choose between a dashboard and a wallboard.

The wizard guides you through the rest of the steps.

Once a dashboard or wallboard is created you can edit the title and set other options, such as Alert

Notifications or the wallboard color theme. Select **Customize** from the dashboard menu to adjust settings.

The screenshot shows the 'Customize (Current Status)' configuration window. It includes fields for 'Wallboard Name' (set to 'Current Status') and 'Description' (set to 'Optional'). There is a checkbox for 'Enable alert notifications in tab' which is checked. Below this are 'Theme' buttons for 'Light' and 'Dark'. A 'Header' section shows a preview of the wallboard with the text 'Current Status' and 'Powered by GENESYS™'. At the bottom, there are 'Header Color' and 'Text Color' pickers, and a 'Display Size' dropdown set to '4 Rows by 6 Columns'. 'Cancel' and 'Save' buttons are at the bottom.

Customize (Current Status)

Wallboard Name*
Current Status

Description
Optional

☒ Enable alert notifications in tab

Theme

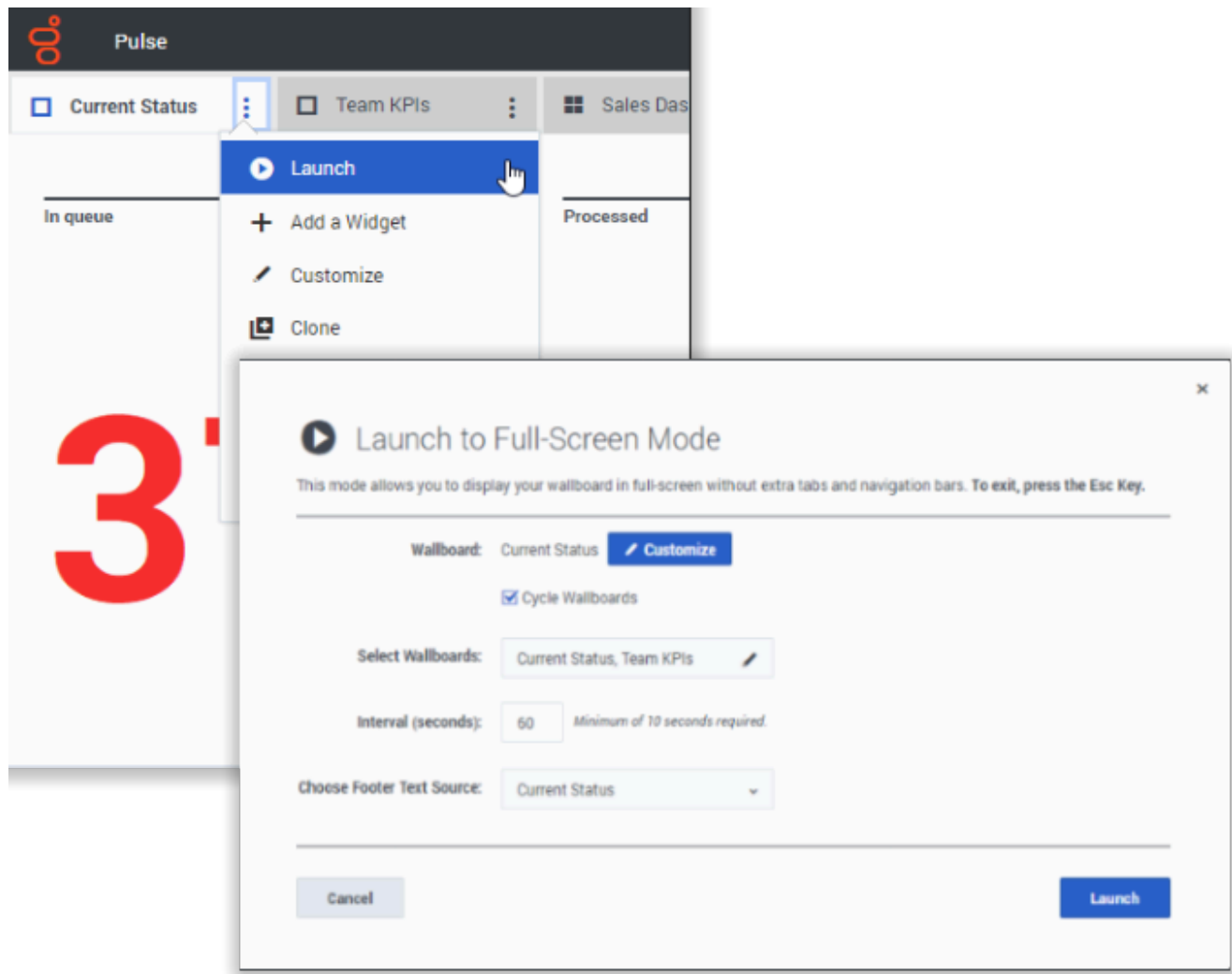
Header
Customize the header to reflect the company branding

Current Status Powered by GENESYS™

Header Color Text Color

Display Size 4 Rows by 6 Columns

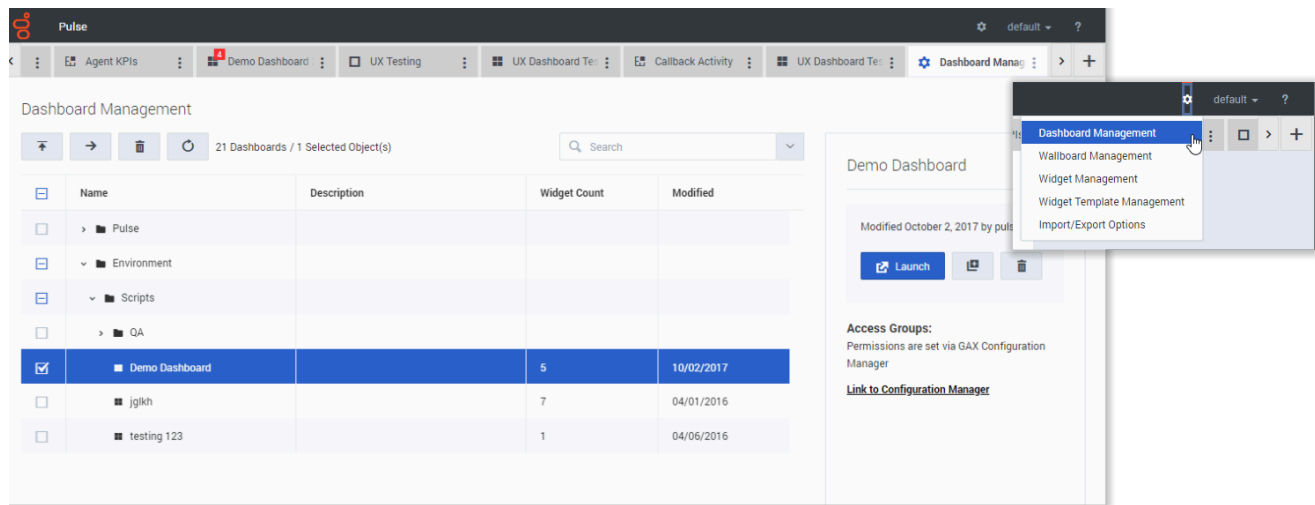
Display wallboard data in full-screen mode



Select **Launch** from the wallboard More menu to display the data in full-screen mode.

You can choose several wallboards to cycle. You can use pinned to the bottom **Text Widget** as a news ticker. This Footer Text Source (pinned Text Widget) will remain unchanged while wallboards are cycling.

Manage shared dashboards and wallboards



To manage shared dashboards and wallboards select **Manage**.

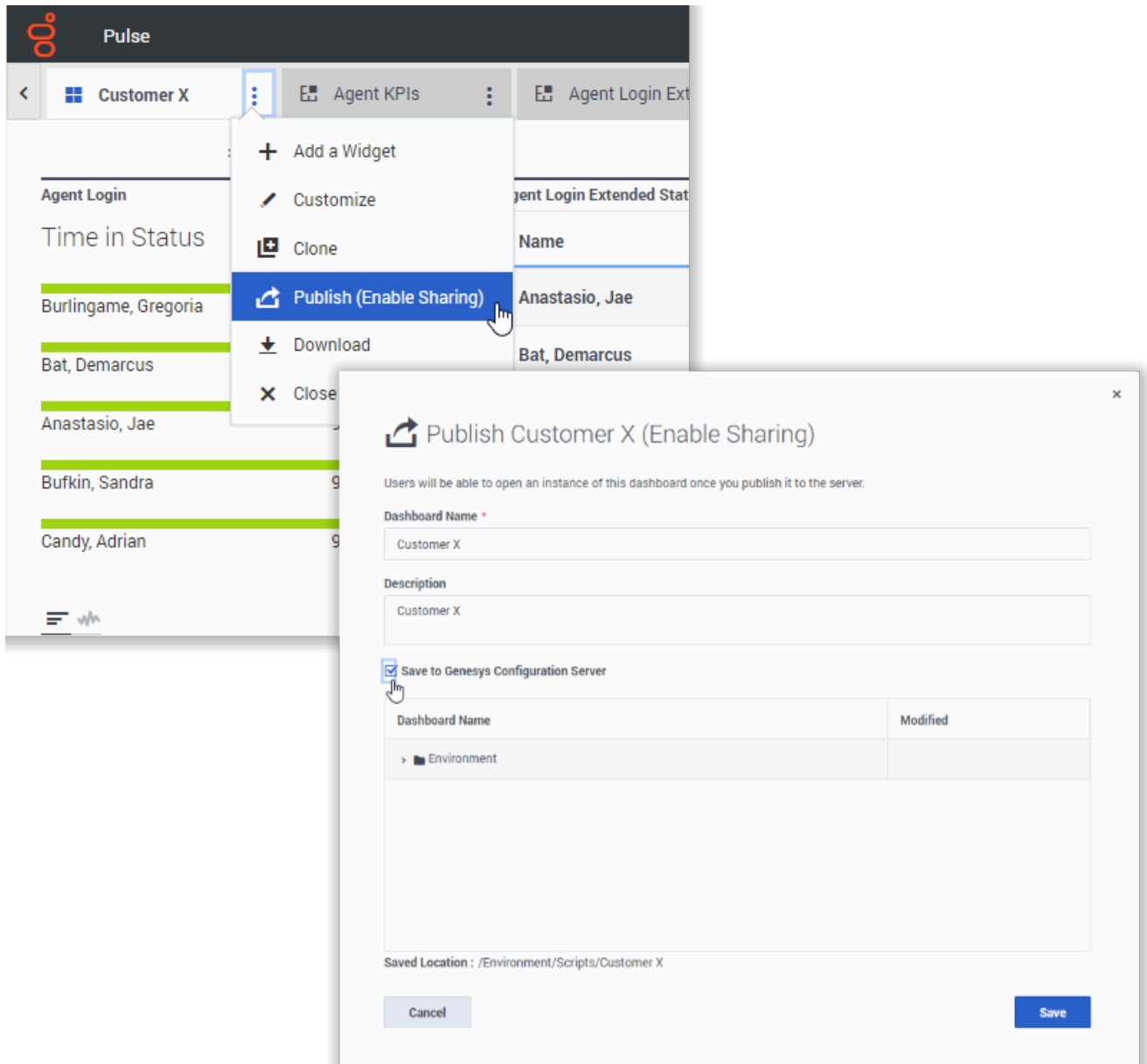
From here you can perform actions on dashboards and wallboards, including assigning them to groups of users.

Genesys Pulse lists saved and shared items in a table and displays item details to the right.

Tip

See [Widget Templates](#) to learn how to simplify widget creation.

Hide or share your custom dashboard or wallboard with other users



You can share your custom dashboard or wallboard with others (for example, with a user group such as Sales Team Leads). When you **Publish** or **Save As** from the more menu, you must select **Save to Genesys Configuration Server**, and choose the directory to save and share the dashboard with others. Be sure to give it a name specific to the user's needs.

Use Dashboard Management to hide your dashboard from others. Select a dashboard, click **Link to Configuration Manager** on the right under **Access Groups**, and set permission settings for people

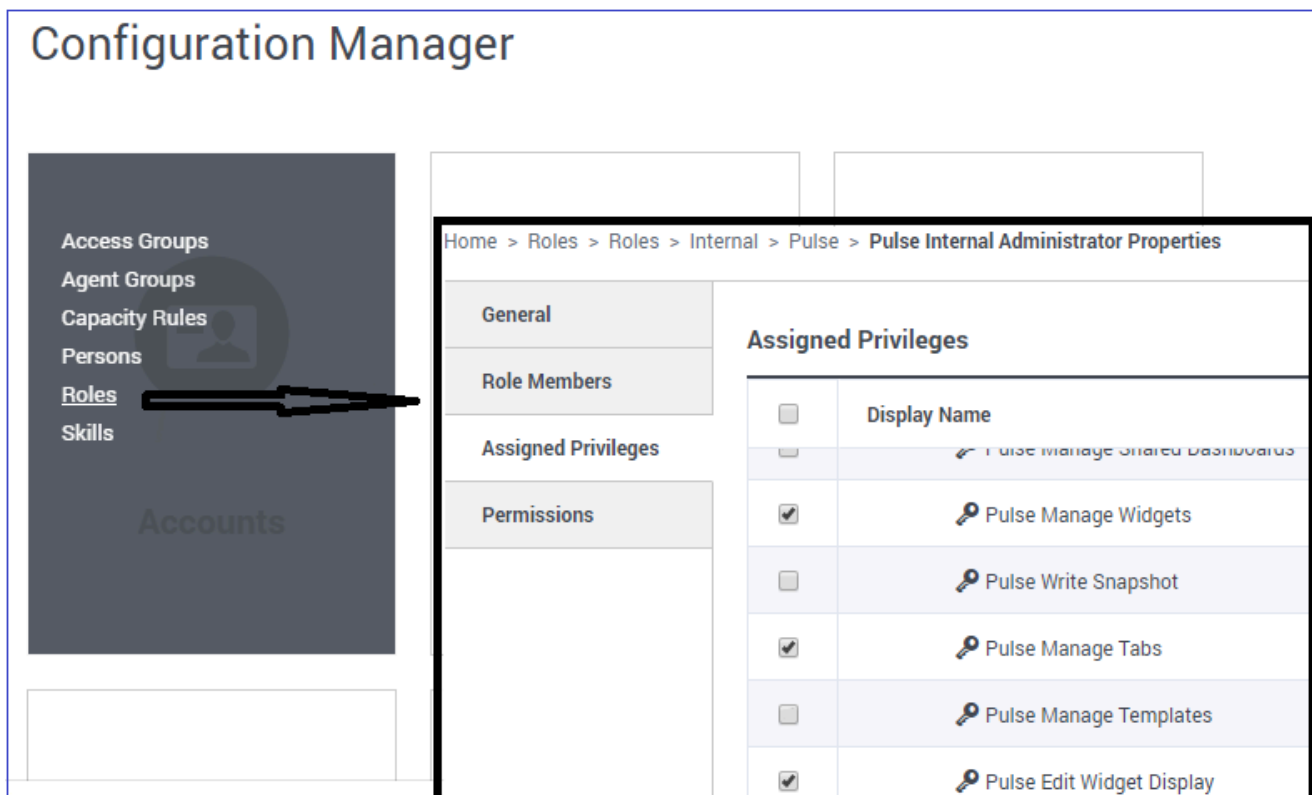
who will view your dashboards.

Important

To prevent others from using your dashboards, you need the GAX permissions: Access Configmanager; Read Scripts; and Create/Full Control of Scripts.

To save dashboards or wallboards to Genesys Configuration Server, you need Full Control access to the target directory.

Allow users to customize dashboards



Your Genesys Pulse users might want to modify their dashboards or wallboards. You can enable this by granting them the proper permissions.

In GAX, on the **Configuration Manager** page, under **Accounts**, go to **Roles** and find the role assigned to the user.

Edit the privileges granted by the **Role** on the **Assigned Privileges** tab in the **Pulse** section to allow following actions:

- **Pulse Manage Tabs**—User can launch and close dashboards and expand widgets to tab.
- **Pulse Edit Widget Display**—User can modify widget display options.
- **Pulse Manage Widgets**—User can create, remove, or modify all widget options.

What do I do next?

You might want to learn more about:

- [Dashboard and wallboard examples](#)
- [Add report widgets to your dashboard or wallboard](#)
- [Popular real-time reports](#)
- [Displaying external content using an IFRAME widget](#)