



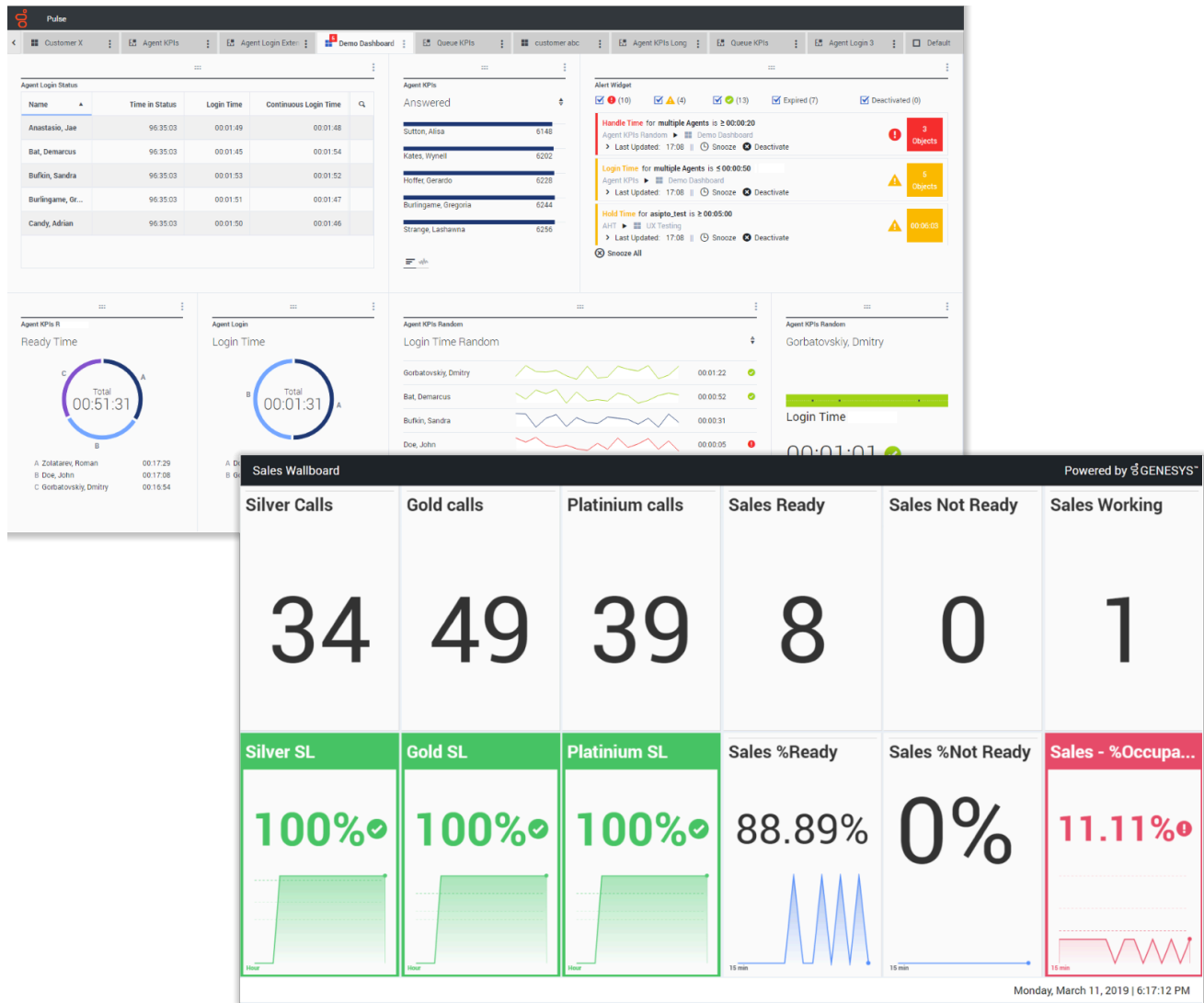
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## Genesys Pulse Help

[Genesys Pulse Help](#)

# Genesys Pulse Help

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.