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Reporting Guide

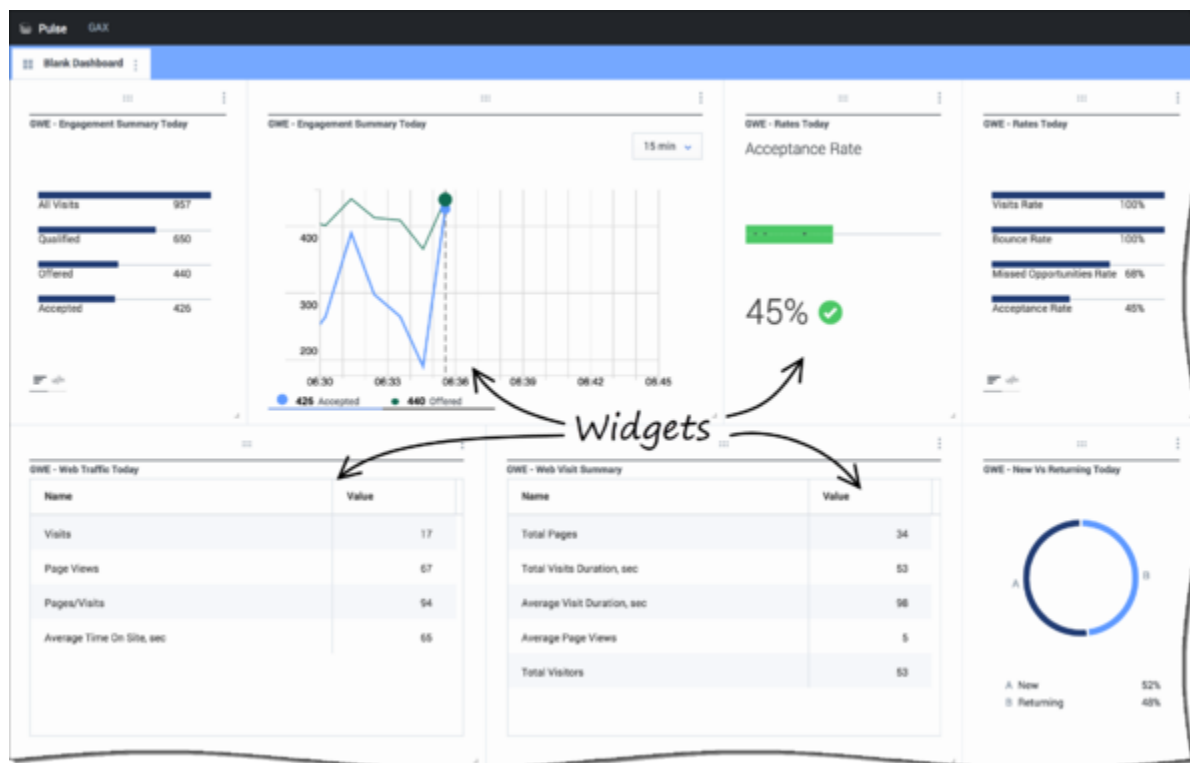
Genesys Web Engagement Reporting Guide

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Web Engagement tracks your customers' events and behaviors. Using **Pulse**, the Genesys reporting solution, you can set up a dashboard, as shown below, that helps you see the patterns in these events. (You can also still use **CCPulse+**.)

This dashboard contains widgets, which display a lot of useful information:



For example, you can see a summary of the day's engagements:



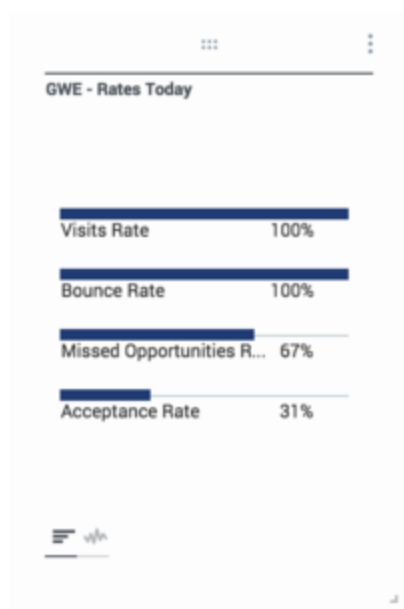
Or your daily traffic:

GWE - Web Traffic Today

Name	Value
Visits	1608
Page Views	3146
Pages/Visits	2
Avg Time On Site, sec	11

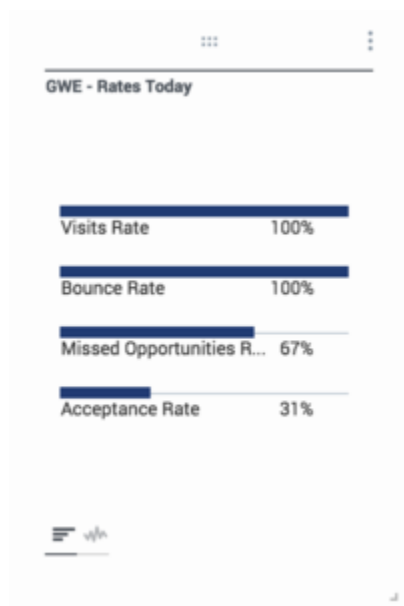
The figure is a table titled "GWE - Web Traffic Today". It contains four rows of data. The first row is the header with "Name" and "Value". The subsequent rows are: "Visits" with value "1608", "Page Views" with value "3146", "Pages/Visits" with value "2", and "Avg Time On Site, sec" with value "11". The table has a light gray background and a white border.

You can keep tabs on your bounce rate and acceptance rate, while staying in touch with how often you have missed engagement opportunities:

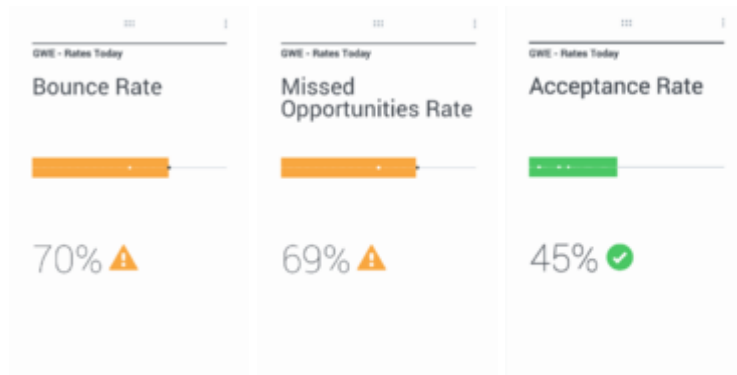


Selecting Your Data

You can choose which values to display. For example, you might want to see a few different values as a list:



Or you might want to view one or more of them separately:

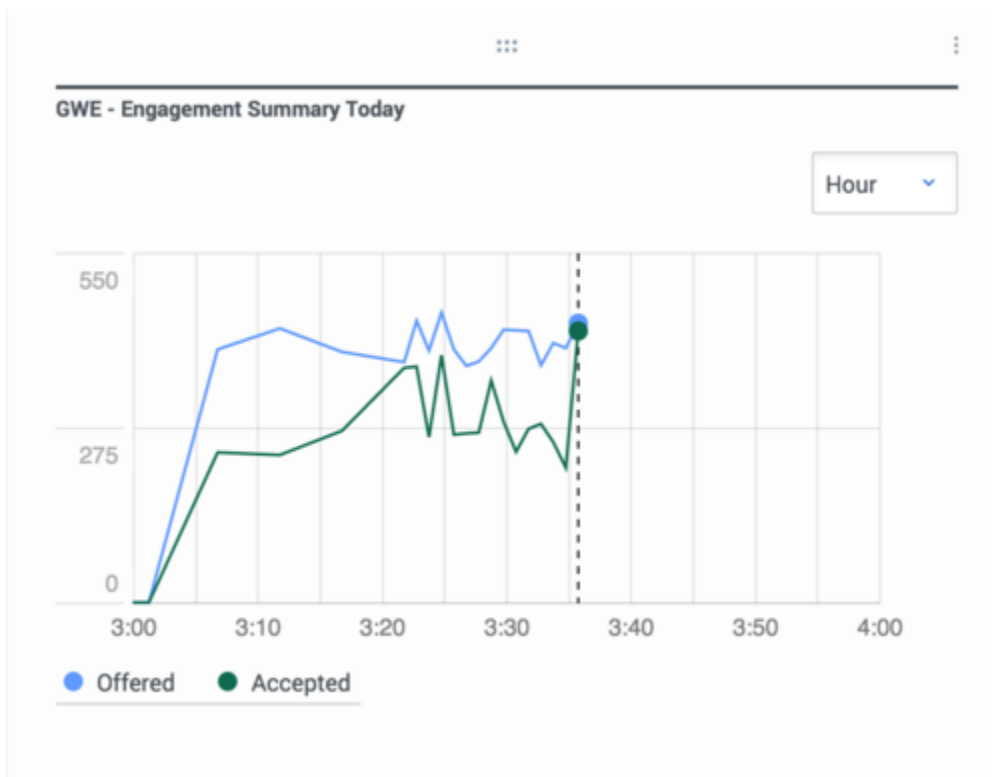
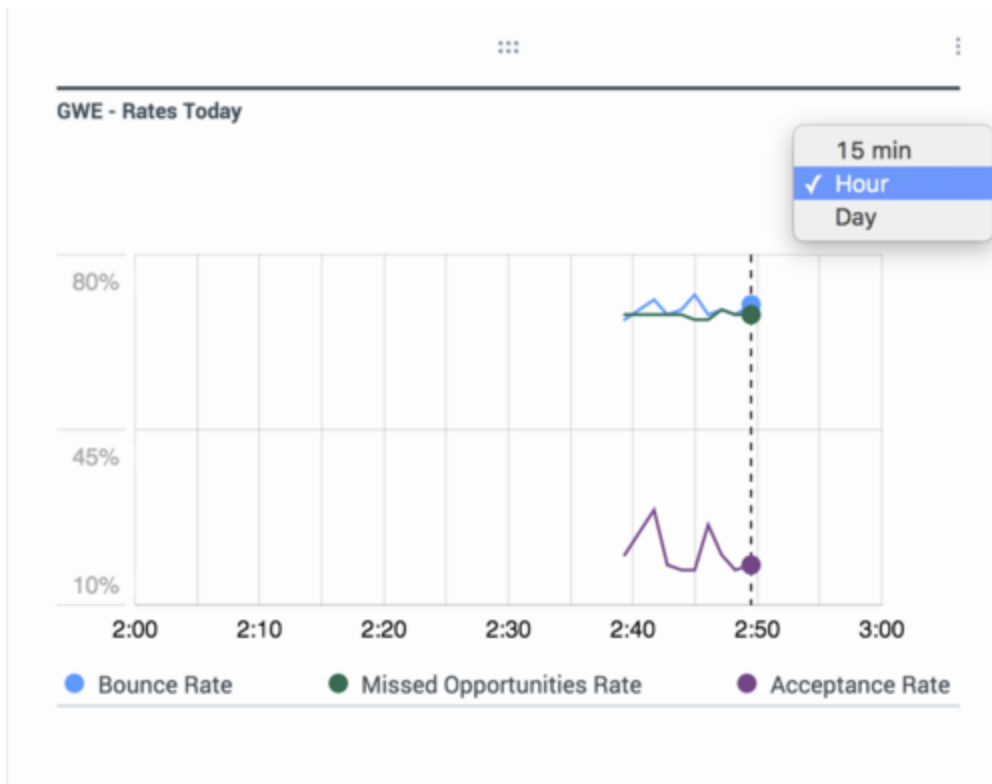


Choosing Your Format

While some values call for a list or a bar chart, others might work best with a donut:



And some types of information work well as trend lines:



Basic Views and Extended Views

The features described on this page are available to the following **Basic View widgets**, each of which is described on its own page:

- **GWE - Engagement Summary Today Basic View**
- **GWE - Web Traffic Today Basic View**
- **GWE - Visit Metrics**
- **GWE - Authenticated Visitors Today**
- **GWE - New vs. Returning Today**
- **GWE - Rates Today**

You can also expand the Engagement Summary and Web Traffic Today widgets into **Extended View** dashboards.