iWD Deployment Guide

Configuring Pulse for iWD

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iWD Pulse Widgets Templates

iWD Runtime Node is distributed along with several out-of-the-box widget templates. They can be found in the **<iWD_Runtime_Node_install_folder>/pulse** folder. To import them into Pulse, please refer to this article.

iWD Datamart New Task

Widget template description

This widget template allows you to create a widget representing the number of new tasks for the last 15-, 30- and 60-minute intervals.

Statistics used in the widget template

Statistic	Description
GTL_NEW_15MIN	The number of new tasks received in the last 15-minute interval, for each solution and department.
GTL_NEW_30MIN	The number of new tasks received in the last 30-minute interval, for each solution and department.
GTL_NEW_60MIN	The number of new tasks received in the last 60-minute interval, for each solution and department.

iWD Datamart Completed Task

Widget template description

This widget template allow you to create a widget representing the number of completed tasks for the last 15-, 30- and 60-minute intervals.

Statistics used in the widget template

Statistic	Description
GTL_COMPLETED_15MIN	The number of completed tasks received in the last 15-minute interval, for each solution and department.
GTL_COMPLETED_30MIN	The number of completed tasks received in the last 30-minute interval, for each solution and department.
GTL_COMPLETED_60MIN	The number of completed tasks received in the last 60-minute interval, for each solution and department.

iWD Datamart Active and Pending Task

Widget template description

This widget template allow you to create a widget representing the number of

- Active and held tasks in the system.
- Overdue and pending tasks at the end of the given time interval.

Statistics used in the widget template

Statistic	Description
GTL_ACTIVE	The number of active tasks for each department and process configured in the system.
GTL_HELD	The number of held tasks for each department and process configured in the system.
GTL_PENDING_15MIN	The number of pending tasks (where the status is Queued, Assigned, or Held) at the end of the given time interval, for each department and process.
GTL_OVERDUE_15MIN	The number of pending overdue (due date < end of the given time interval) tasks (where the status is Queued, Assigned, or Held) at the end of the given time interval, for each department and process.

iWD Datamart New Completed 15 min

Widget template description

This widget template allow you to create a widget representing the number of new and completed

tasks for the last 15 minutes.

Statistics used in the widget template

Statistic	Description
GTL_NEW_15MIN	The number of new tasks received in the last 15-minute interval, for each solution and department.
GTL_COMPLETED_15MIN	The number of completed tasks received in the last 15-minute interval, for each solution and department.

iWD Datamart New Completed 30 min

Widget template description

This widget template allow you to create a widget representing the number of new and completed tasks for the last 30 minutes.

Statistics used in the widget template

Statistic	Description
GTL_NEW_30MIN	The number of new tasks received in the last 30-minute interval, for each solution and department.
GTL_COMPLETED_30MIN	The number of completed tasks received in the last 30-minute interval, for each solution and department.

iWD Datamart New Completed 60 min

Widget template description

This widget template allows you to create a widget representing the number of new and completed tasks for the last 60 minutes.

Statistics used in the widget template

Statistic	Description
GTL_NEW_60MIN	The number of new tasks received in the last 60-minute interval, for each solution and department.

Statistic	Description
GTL_COMPLETED_60MIN	The number of completed tasks received in the last 60-minute interval, for each solution and department.

iWD Datamart Active vs Held

Widget template description

This widget template allow you to create a widget representing the number of active and held tasks in the system.

Statistics used in the widget template

Statistic	Description
GTL_ACTIVE	The number of active tasks for each department and process configured in the system.
GTL_HELD	The number of held tasks for each department and process configured in the system.

iWD Datamart Overdue vs Pending

Widget template description

This widget template allows you to create a widget representing the number of overdue and pending tasks at the end of the given time interval.

Statistics used in the widget template

Statistic	Description
GTL_PENDING_15MIN	The number of pending tasks (where the status is Queued, Assigned, or Held) at the end of the given time interval, for each department and process.
GTL_OVERDUE_15MIN	The number of pending overdue (due date < end of the given time interval) tasks (where the status is Queued, Assigned, or Held) at the end of the given time interval, for each department and process

Integrated Pulse Widget Templates

Genesys Pulse is distributed along with a set of predefined templates. There are templates available for creating reporting widgets for iWD Agent Activity and iWD Queue Activity. There's much more detailed information about how to work with templates and widgets in the template creation topic from the Pulse documentation.

You can also view a list of the available iWD Agent Activity and Queue Activity statistics in the Report Templates topic of the Pulse documentation.

Pulse Dashboard Configuration

After importing widget templates you may want to create your own dashboard or wallboard. Please refer to this article to find out how to create dashboards and wallboards.

To add widgets based on imported or provided templates, please refer to this article.