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Genesys Engage cloud Reporting Guide

Getting started

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Getting started

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Reporting in Genesys Engage cloud](#).

Genesys Pulse is your gateway for monitoring your contact center, so you can better meet your business needs.

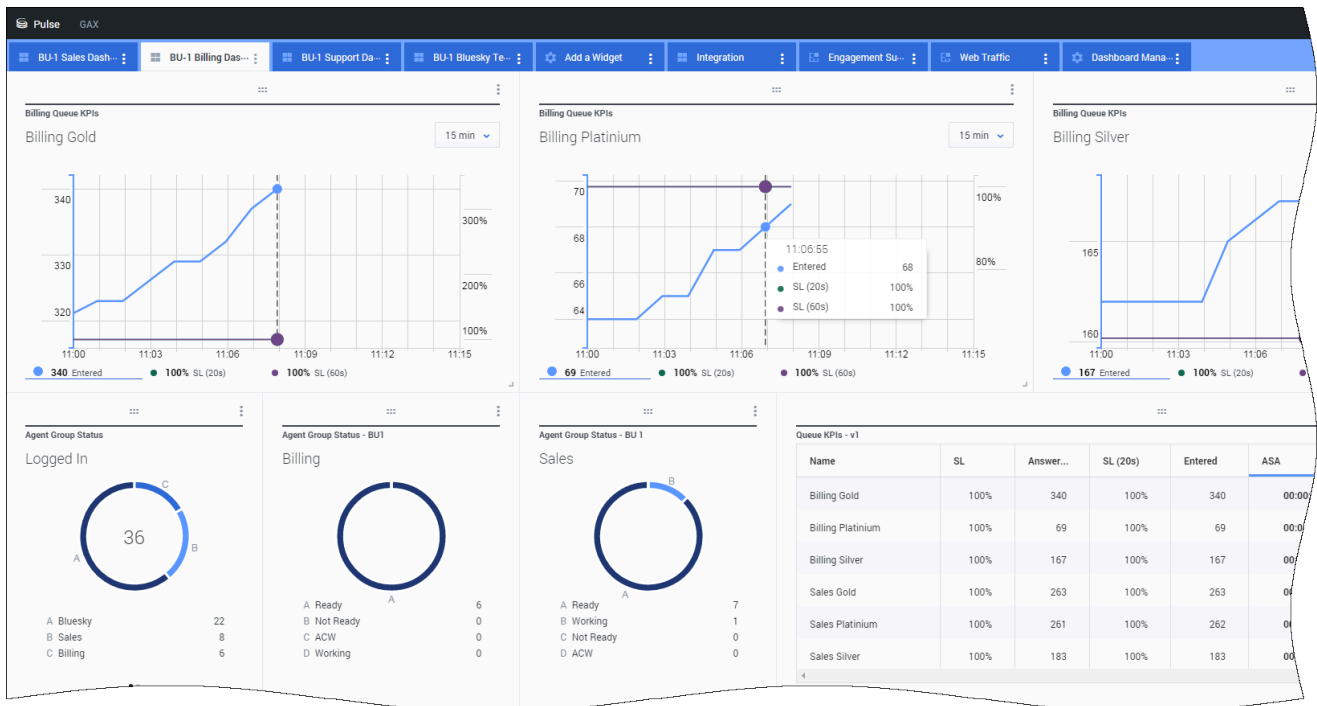
Related Topics

Important

What you see in Genesys Pulse depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

Now that you know what Genesys Pulse is, you're probably wondering how to use it. This getting started page will get you running, viewing, and managing reports. Let's get started.

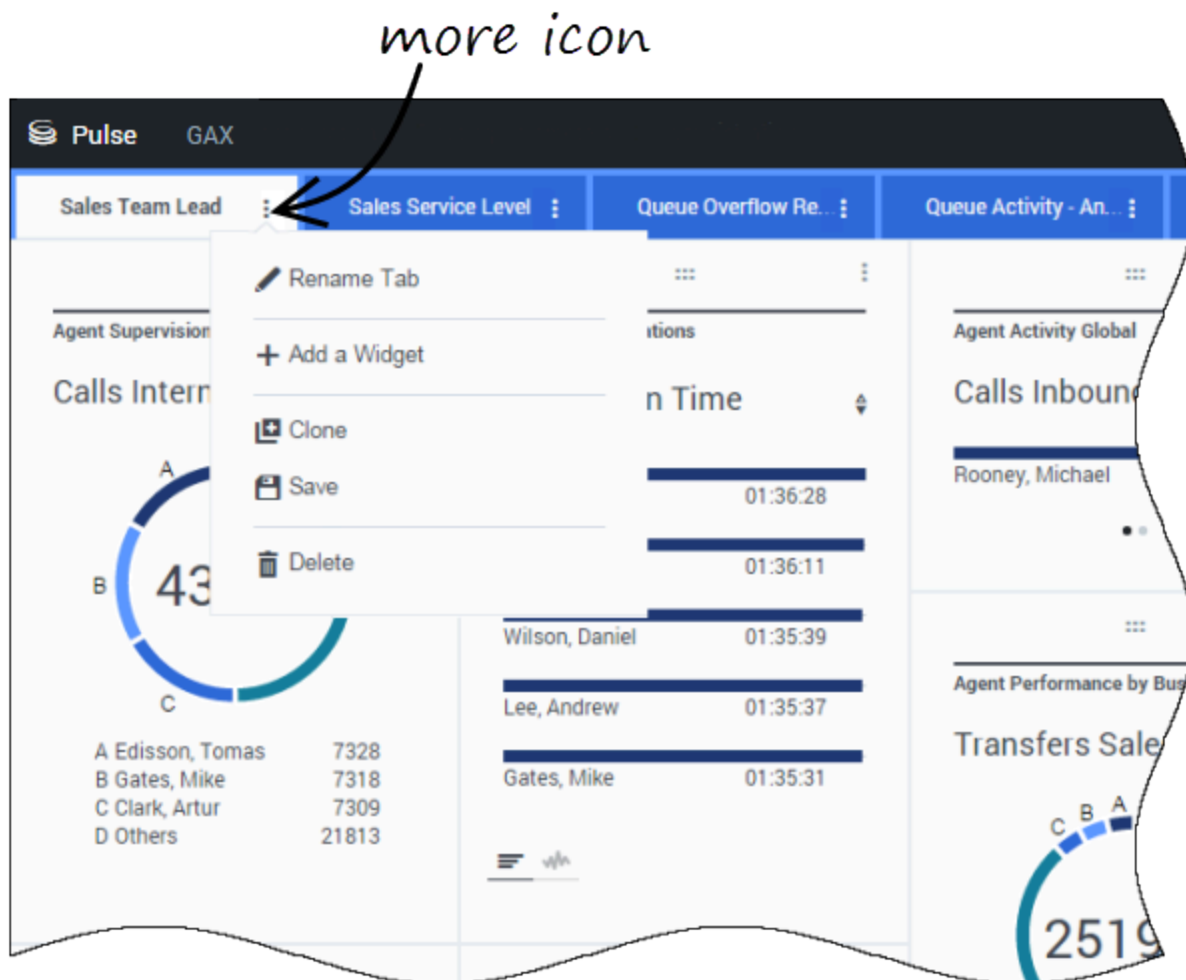
Access reports



You can open the Genesys Pulse dashboard on Genesys Portal to see the real-time reports.

Reports are displayed in widgets, which can easily be expanded to dashboard size to display additional detail.

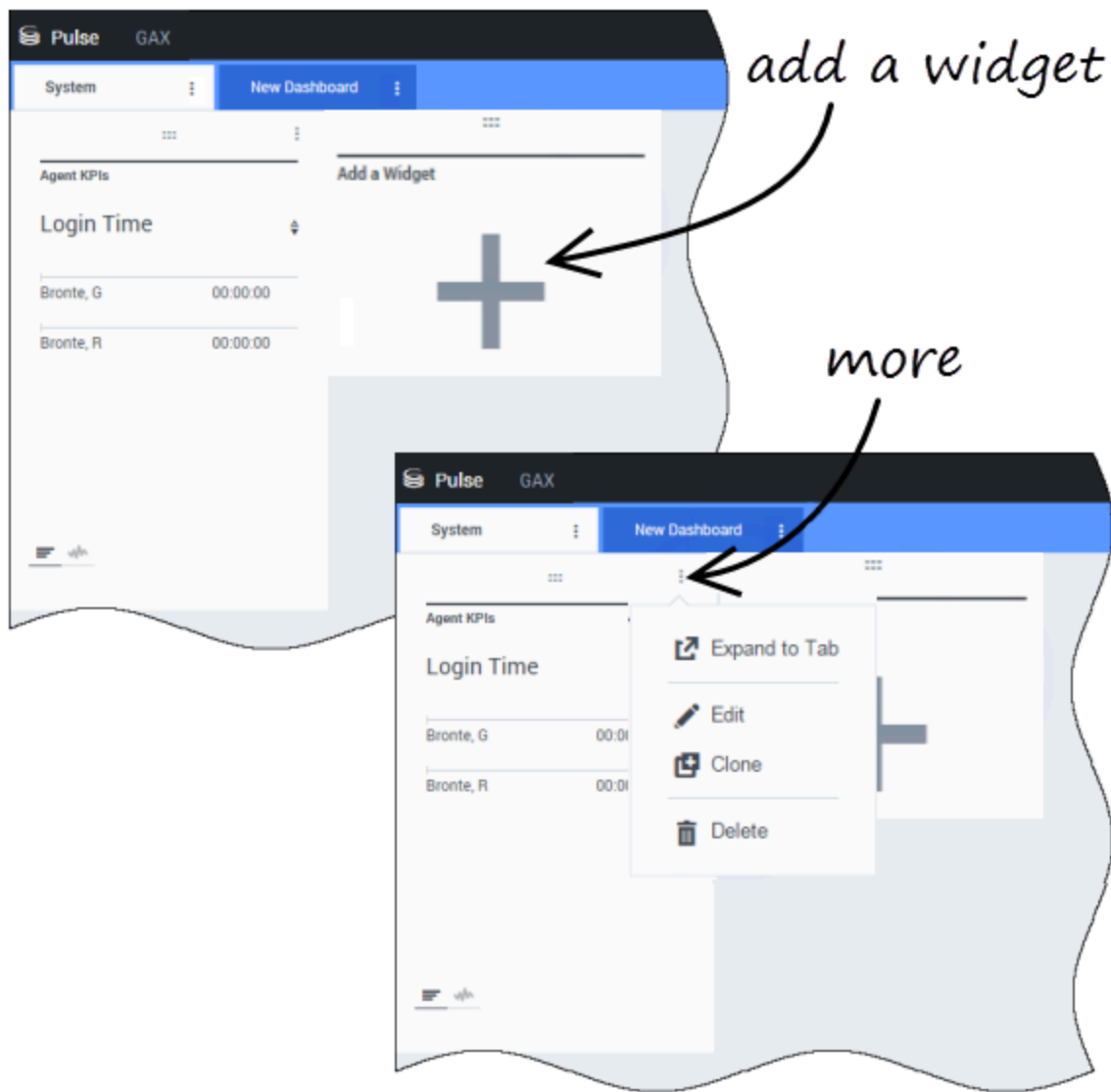
Manage dashboards and wallboards



Use tabs to manage **Genesys Pulse dashboards and wallboards**. Click the more icon in the right corner of the dashboard for options:

- **Add a Widget**—Add a new widget to the dashboard or wallboard.
- **Clone**—Create a new copy of the dashboard or wallboard.
- **Close**—Close the dashboard or wallboard.
- **Customize**—Change the name, description and other options of the dashboard or wallboard.
- **Launch**—Launch a wallboard.
- **Publish**—Share the unpublished dashboard or wallboard.
- **Save As**—Save a new copy of the published dashboard or wallboard.
- **Update Shared Copy**—Overwrite the published copy of the dashboard or wallboard.

Use report widgets



Genesys Pulse widgets display Donut, Data, Key Performance Indicator (KPI), Time Tracking, or List charts of key statistics for objects on your dashboard.

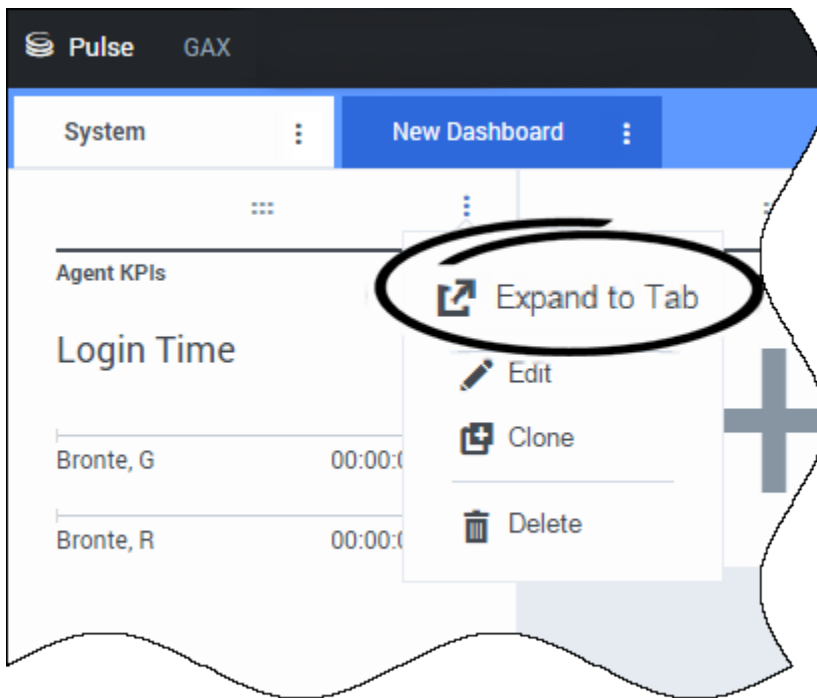
You can

- **Clone**—Create a copy of the widget.
- **Delete**—Delete the widget.
- **Download**—Download the report data as a CSV file.
- **Edit**—Make changes to the widget.

- **Expand to Tab**—See an expanded, detailed view of the report.

You can also [add new widgets to your dashboard](#).

Expand reports to dashboard



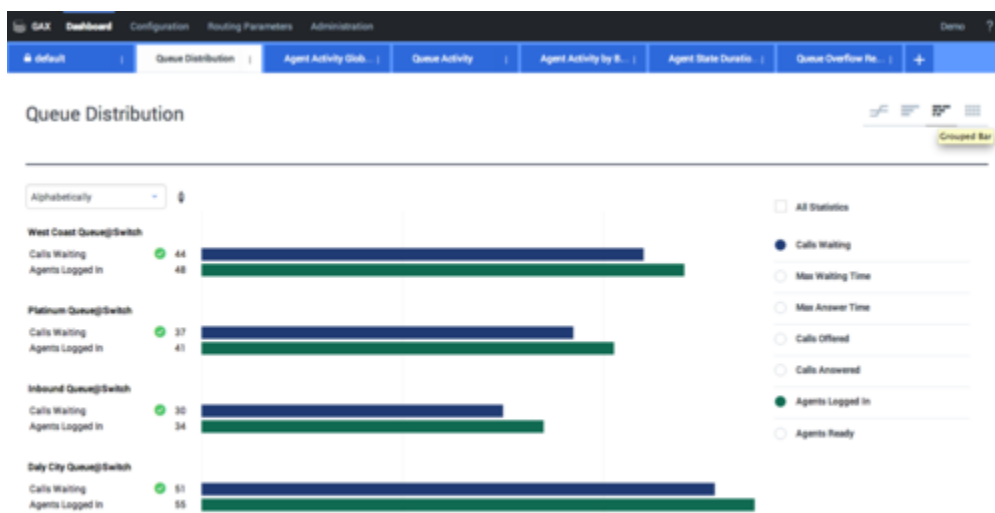
Click the more icon in the top right corner of a widget and select **Expand to Tab** to see a detailed view of your report. This expanded report opens within a new tab, so it won't impact your initial dashboard.

You can

- Download the report data as a CSV file by selecting **Download Widget** from the the more menu.
- Make changes to the source widget by selecting **Edit** from the the more menu.
- Change the number of columns you want to display on a grid by clicking the pencil icon.
- Sort options, define objects, and define statistics.
- View different chart types available in the expanded widget:
 - **[+] Time Tracking**

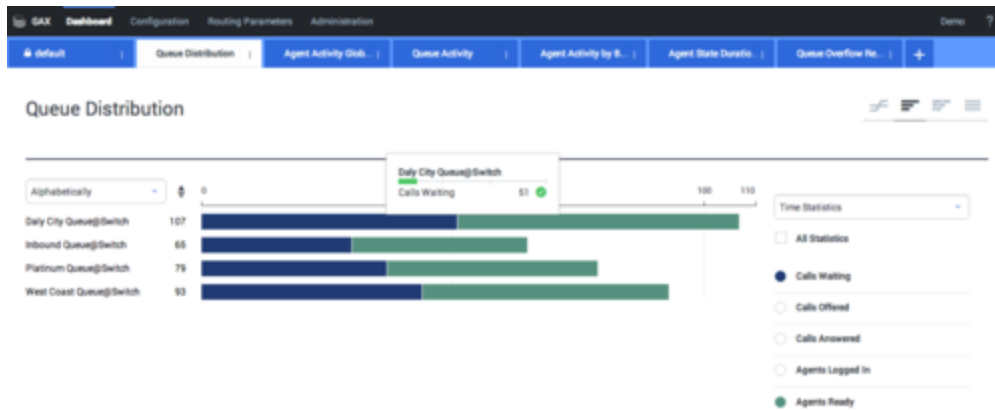


- **[+] Grouped Bar**



- **[+] Stacked Bar**

Getting started



- **[+] Data**

The screenshot displays the 'CT - EWM Resource' dashboard in the Genesys Engage cloud Reporting Guide. The dashboard shows a table of agent performance metrics. The table has columns for Name, Work Items Processed, Work Items Accepted, Work Items Rejected, Work Items Terminated, Calls Processed, Calls Transferred, Work Items Transfers, Avg Processing Time, and Processing Time. The agents listed are: Sippola, Kristi, Chanet, Monique, Milburn, Kristen, Hammond, Steve, and McDaddy, Trevor.

Name	Work Items Processed	Work Items Accepted	Work Items Rejected	Work Items Terminated	Calls Processed	Calls Transferred	Work Items Transfers	Avg Processing Time	Processing Time
Sippola, Kristi	1	1	1	0	0	0	0	00:11:42	00:11:42
Chanet, Monique	3	3	1	0	0	0	0	00:36:21	01:49:05
Milburn, Kristen	1	1	0	0	0	0	0	00:12:26	00:12:26
Hammond, Steve	0	0	0	0	0	0	0	00:00:00	00:00:00
McDaddy, Trevor	0	0	0	0	0	0	0	00:00:00	00:00:00

What do I do next?

You might want to learn more about:

- [Manage dashboards and wallboards](#)
- [Dashboard and wallboard examples](#)
- [Add report widgets](#)

- [Popular real-time reports](#)
- [Display external content using an IFRAME widget](#)