

# **GENESYS**<sup>®</sup>

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## Genesys Engage cloud Reporting Guide

Dashboards and wallboards

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# Dashboards and wallboards

### Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

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 only KPI widgets on your wallboards.

#### 😂 Pulse UX Testing aadfafasfasfd Sample Dashboa more Queue KPIs add a dashboard US\_VQ\_Group 2500% Agent Login 2000% 21.00 2 What would you like to open or create? 2960% Service Lev. .... Agent KPIs Login Time Dashboard Wallboard Dashboards are meant for your own personal use and are Wallboards are meant to broadcast and share is designed for desktop usage. You will be able to drill d to your entire team. They are designed for large s into widgets for deeper analysis sizes in public spaces.

## Add a dashboard or wallboard

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.

#### Important

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

Manage shared dashboards, wallboards, and templates



To manage shared dashboards, wallboards, and templates, select **Settings**.

From here you can perform actions on dashboards, wallboards, and widget templates, 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 a dashboard or wallboard with other users

es Service Level :	Queue Overflow Re : : Itions n Time	Queue Activity - An :  Agent Activity Global Calls Inboune
Tab dget	m Time ∳	Agent Activity Global Calls Inboun
dget	n Time ∳	Agent Activity Global Calls Inboun
	n Time 🛛 🛊	Calls Inbound
	01:36:28	Rooney, Michael
	01:36:11	
Wilson, Dani	iel 01:35:39	
Lee, Andrew	01:35:37	Agent Performance by
Gates, Mike	01:35:31	Transfers Sale
	Wilson, Dani Lee, Andrew Gates, Mike	01:36:11 Wilson, Daniel 01:35:39 Lee, Andrew 01:35:37 Gates, Mike 01:35:31

You can share your 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, 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. 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 must have the GAX permissions: Access Configmanager; Read Scripts; and Create/Full Control of Scripts.

## What do I do next?

You might want to learn more about:

- Dashboard and wallboard examples
- Managing dashboards and wallboards
- Add report widgets to your dashboard or wallboard
- Popular real-time reports
- Displaying external content using an IFRAME widget