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Genesys Engage cloud Reporting Guide

Dashboards and wallboards

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Dashboards and wallboards

Important

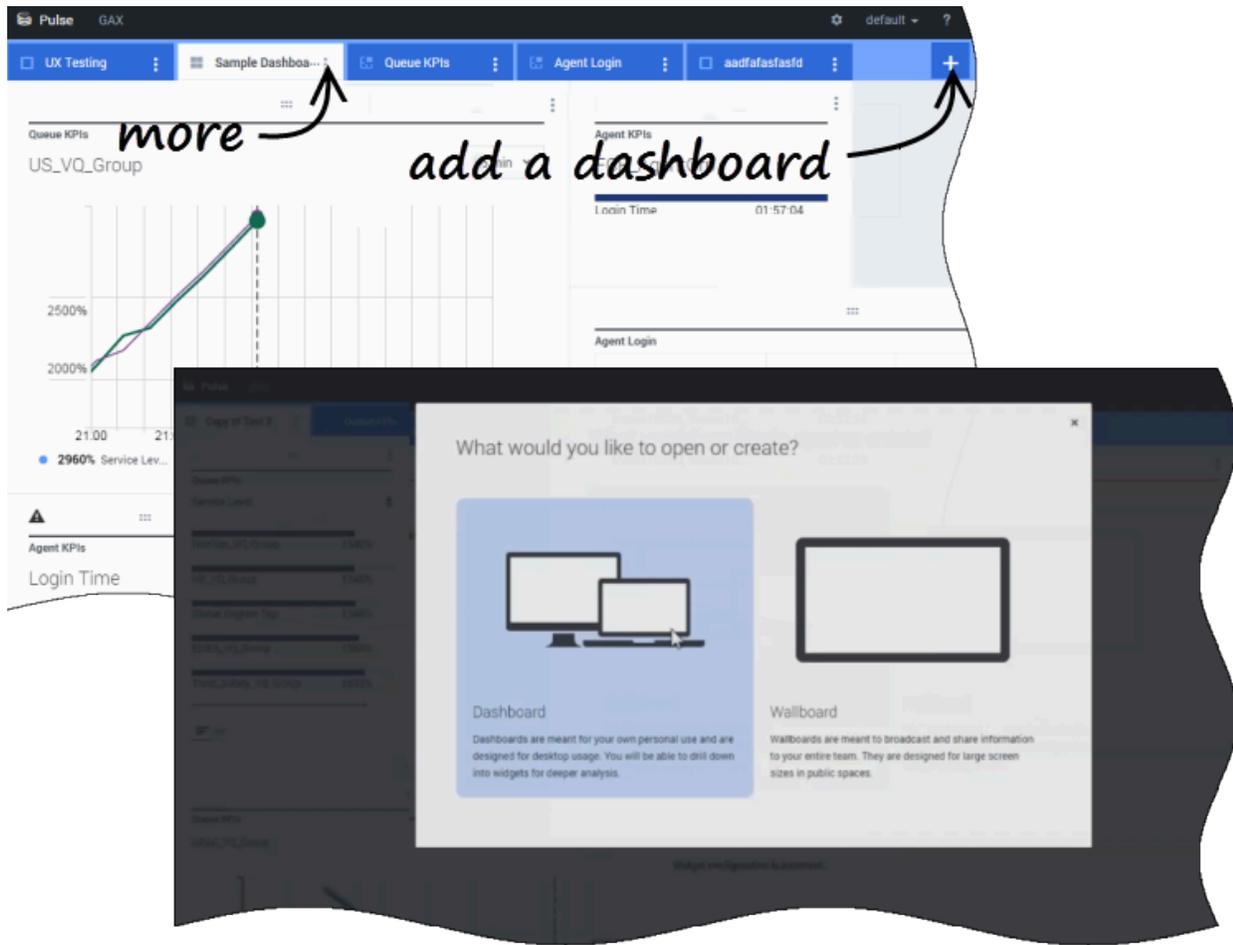
This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Reporting in Genesys Engage cloud](#).

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.

Add a dashboard or wallboard



To open or create a new dashboard or wallboard, click **Add a Dashboard**.

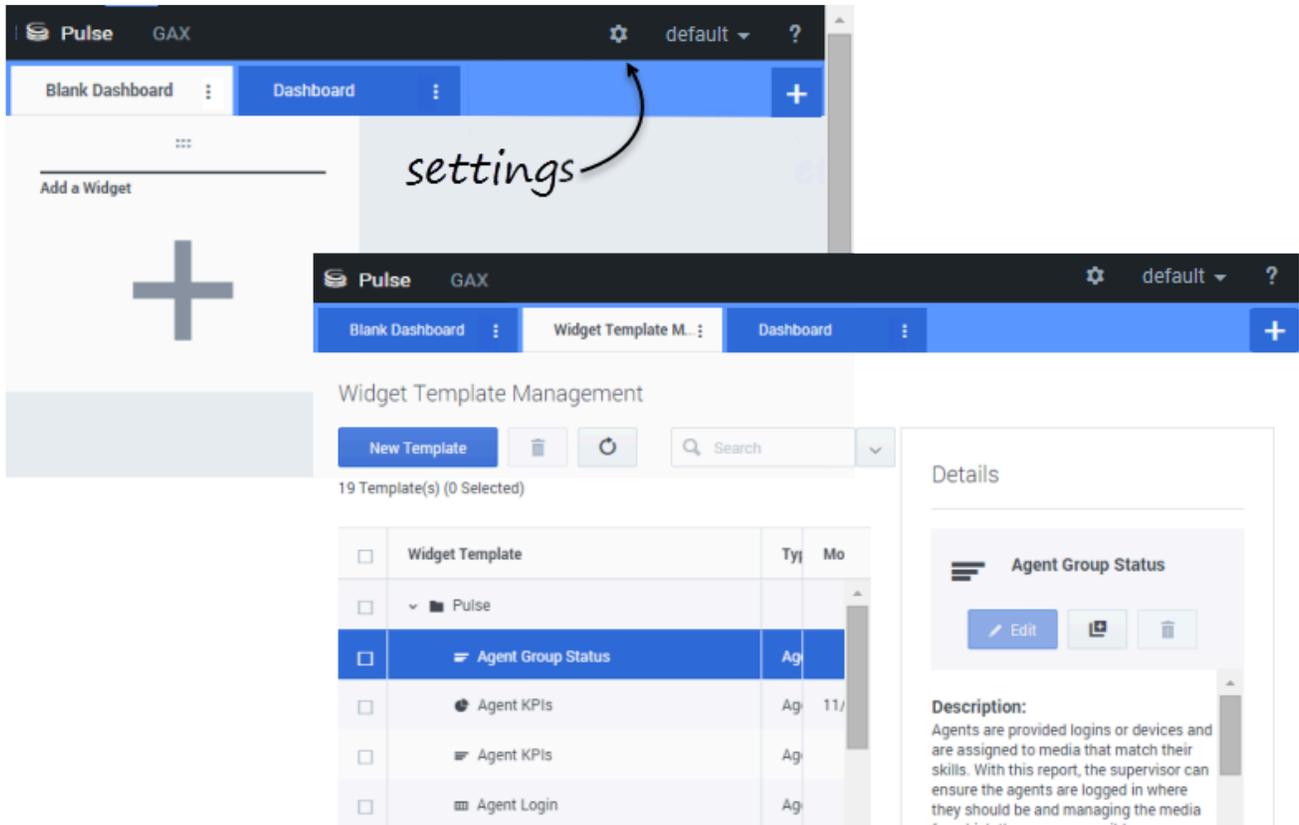
Then you can choose between a dashboard and a wallboard.

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**.

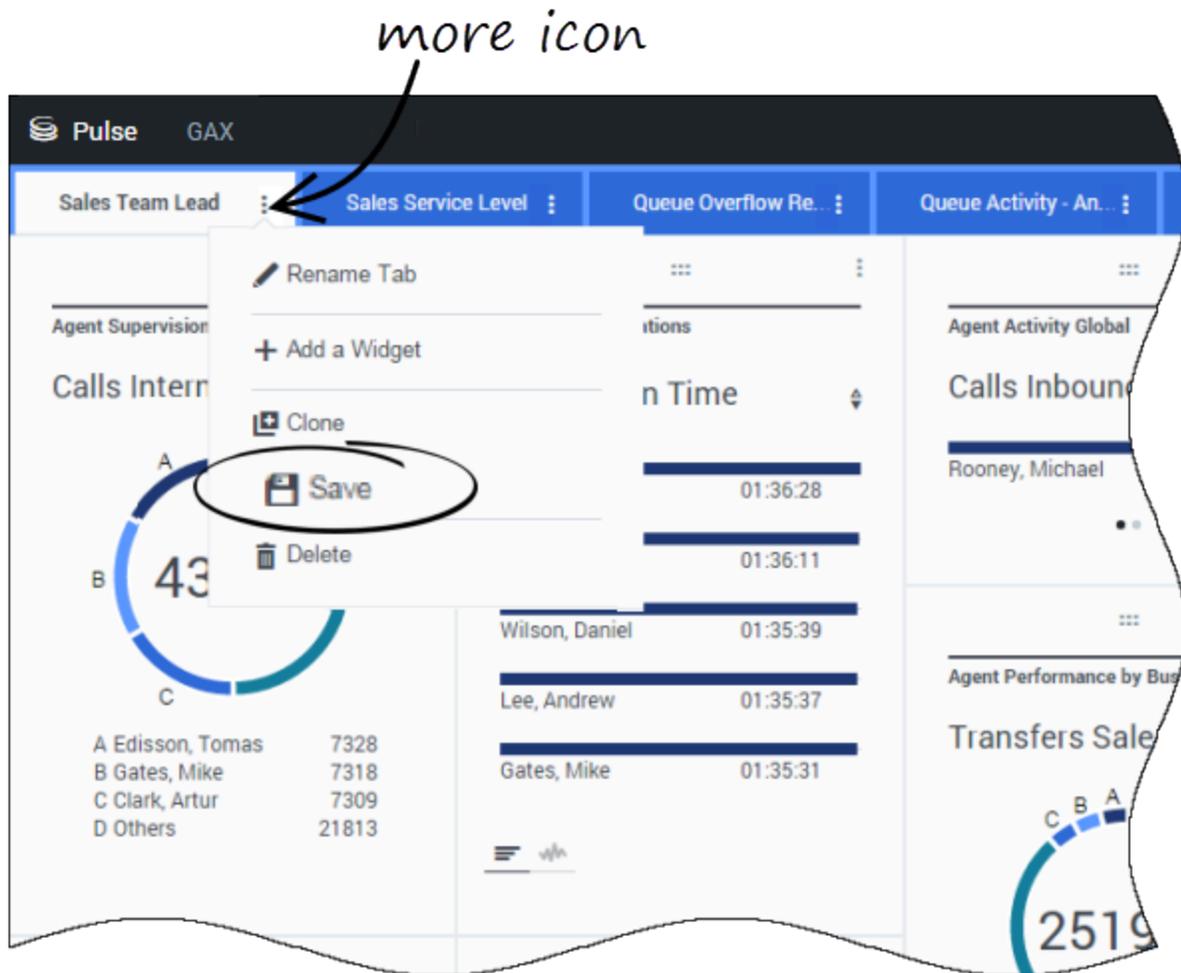
From here you can perform actions on dashboards, wallboards, and **widget templates**, including assigning them to groups of users.

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



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](#)