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Genesys Engage cloud Reporting Guide

Widget types

Widget types

Important

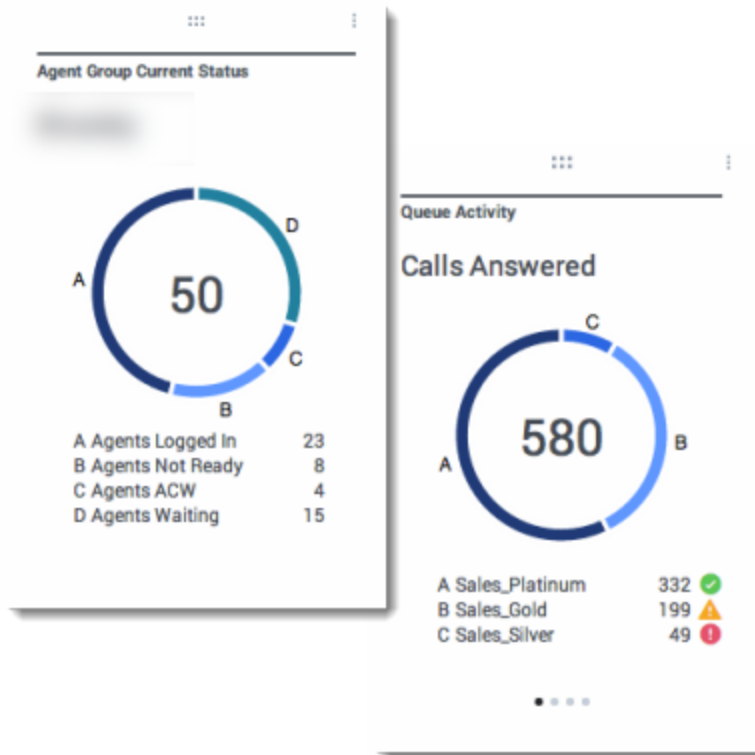
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The widgets on the Genesys Pulse dashboard display charts that provide an at-a-glance view of what is happening in your contact center. The best way to choose a widget type is to preview the widget when you add a new widget. This allows you to see which widget type best displays what you want to see in your report.

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Donut widget



A Donut chart shows a proportional representation of the parts of a whole sample, similar to a pie chart.

The Donut widget displays either:

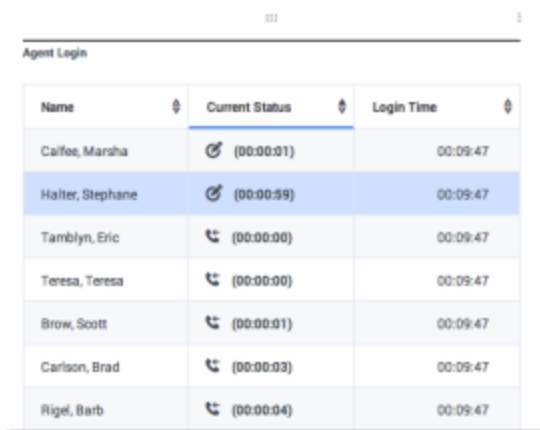
- one statistic for four specific objects
- one statistic for three top objects and a sum of the remaining objects
- one object with the values of four defined statistics

Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.

Important

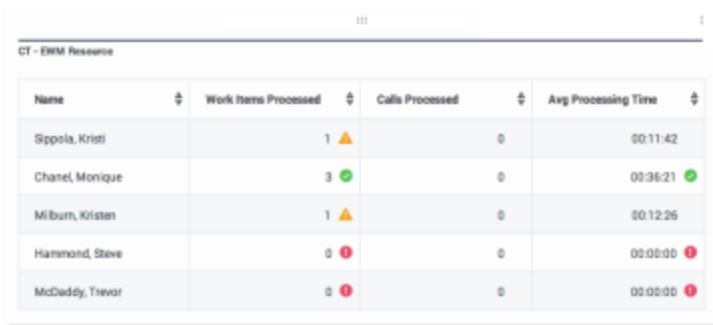
If the statistic represents time, the summarized value in the center of the donut may not be useful for all statistics (for example, Oldest Call Waiting).

Grid widget



The screenshot shows a grid widget titled "Agent Login". It contains a table with three columns: "Name", "Current Status", and "Login Time". Each column header has a small downward arrow icon. The table lists eight agents with their current status and login time.

Name	Current Status	Login Time
Calfee, Marsha	(00:00:01)	00:09:47
Halter, Stephane	(00:00:59)	00:09:47
Tamblyn, Eric	(00:00:00)	00:09:47
Teresa, Teresa	(00:00:00)	00:09:47
Brow, Scott	(00:00:01)	00:09:47
Carlson, Brad	(00:00:03)	00:09:47
Rigel, Barb	(00:00:04)	00:09:47



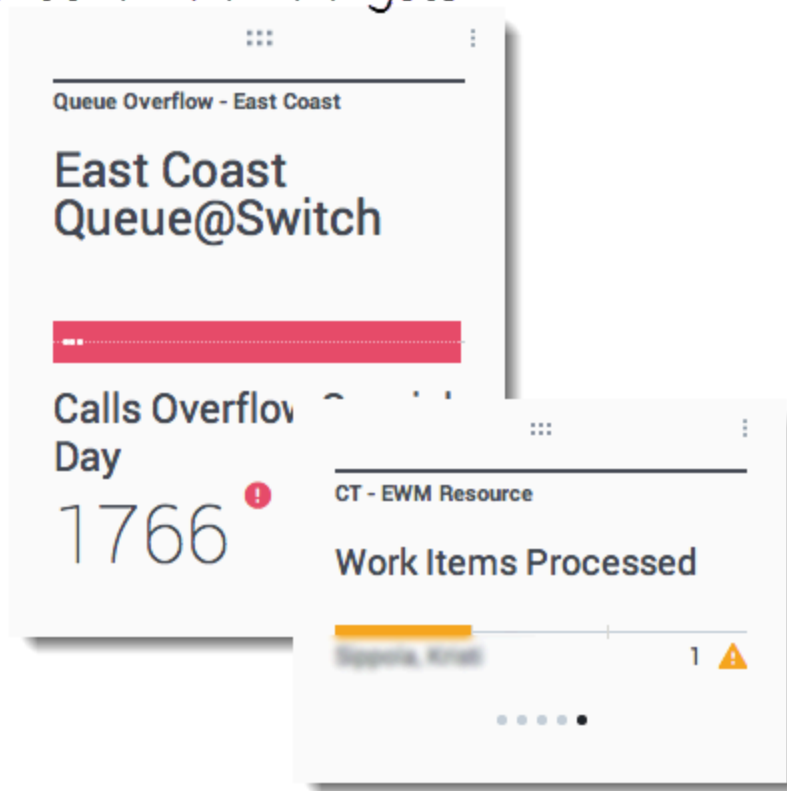
The screenshot shows a grid widget titled "CT - EWM Resource". It contains a table with four columns: "Name", "Work Items Processed", "Calls Processed", and "Avg Processing Time". Each column header has a small downward arrow icon. The table lists five resources with their work items processed, calls processed, and average processing time, along with status icons.

Name	Work Items Processed	Calls Processed	Avg Processing Time
Sippola, Kristi	1	0	00:11:42
Chanel, Monique	3	0	00:36:21
Milburn, Kristen	1	0	00:12:26
Hammond, Steve	0	0	00:00:00
McDaddy, Trevor	0	0	00:00:00

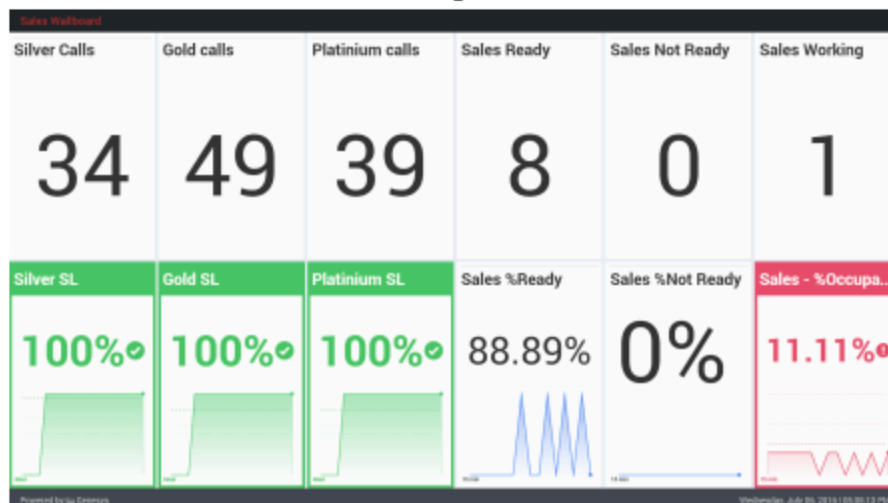
The Grid widget displays a list of items and their related statistics.

KPI widget

dashboard KPI widgets



wallboard KPI widgets



Important

The maximum value for the bar charts in KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Dashboard KPI widget

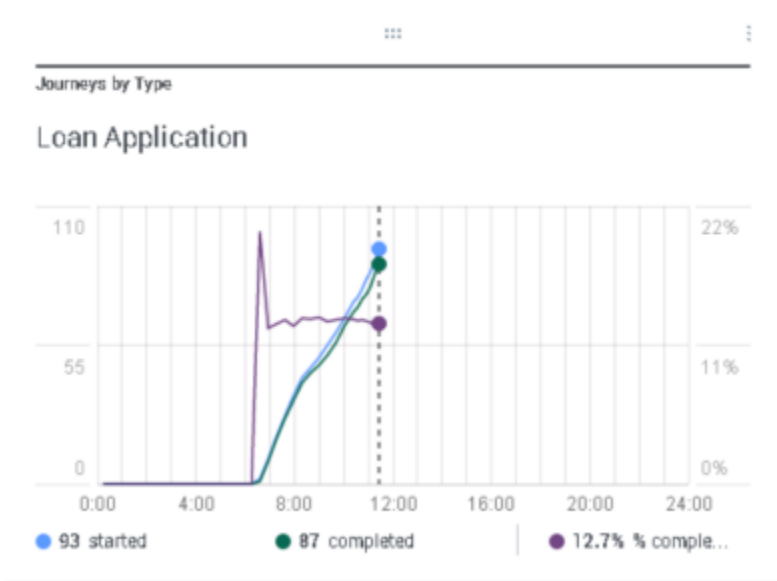
The dashboard KPI widget displays either one statistic for several objects or several statistics for one object, depending on the value of the Cycle By option. The Cycle By option is available if the widget has objects selected individually, not by group.

Wallboard KPI widget

The wallboard KPI widget is different from the dashboard KPI widget. The Wallboard KPI widget displays only one statistic for one selected object and is designed for large screen sizes. You can only choose only between a regular or sparkline widget.

You can enable an additional line for a statistic trend if you change the **Format** option to **Line**.

Line chart



Use the line chart to compare the trend of calls answered by each agent as points connected by lines.

List widget



The List widget displays either one statistic for many objects or many statistics for one object. Depending on the reference selected, the Headline type option might be available for this widget type.

Important

The maximum value for the bar charts in List widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.