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Genesys Engage cloud Reporting Guide

[Add report widgets](#)

Add report widgets

Important

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

It's easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify widgets and templates.

Related Topics

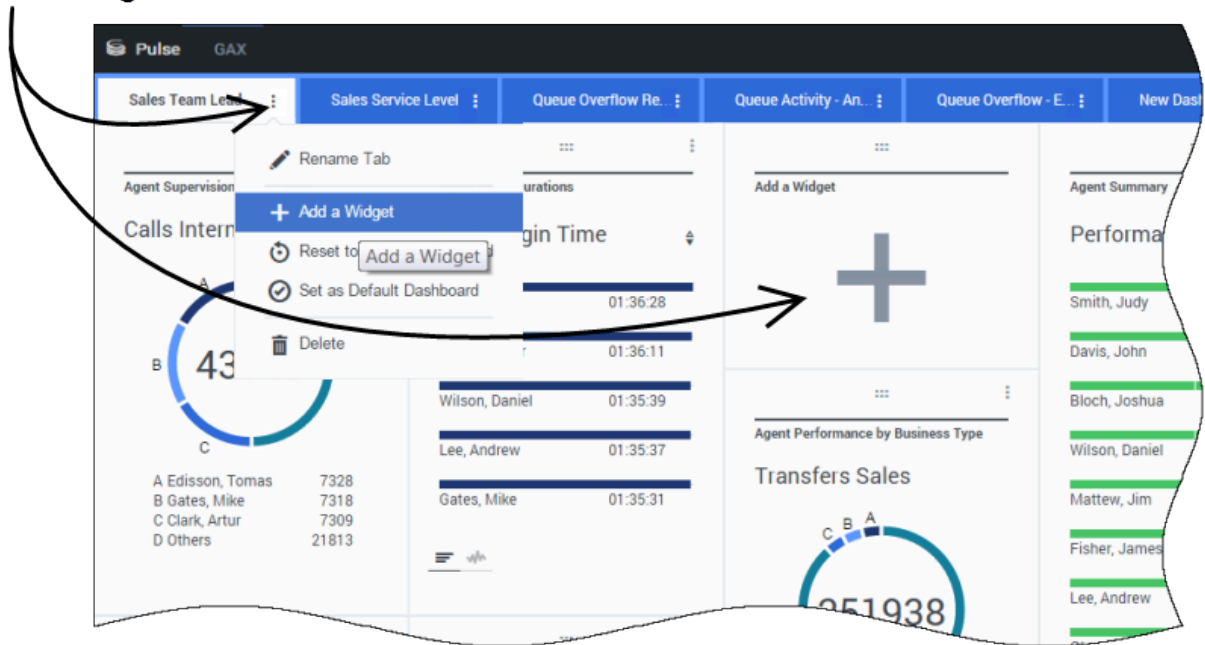
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Add report widgets

Add reports

add a widget



There are two ways you can add a report to your dashboard or wallboard:

- Click the more icon in the right corner and click **Add a Widget**.
- On empty dashboards and wallboards, click the **Add a Widget** icon.

Genesys Pulse opens a report builder to guide you.

Add report widgets

Build a report

The screenshot illustrates the 'Add Widget' process in Genesys Pulse. The top navigation bar includes 'Pulse', 'GAX', and a 'default' dropdown. The main header shows 'Blank Dashboard', 'Add Widget', 'Dashboard', and 'Copy of Dashboard'. The 'Add Widget (Blank Dashboard)' section features a 'Select Widget' button and a search bar. A table lists available widget templates:

Widget Template	Type	Modified
Agent Group Status	Agent Group, Place Group	
Agent KPIs	Agent, Agent Group, Plac...	11/03/2015
Agent KPIs	Agent, Agent Group, Plac...	
Agent Login	Agent	

A 'Details' panel on the right shows the 'Agent Group Status' widget with a 'Select Widget' button. A handwritten note 'select widget' with an arrow points to this button. Below the table, the 'Add Widget (Blank Dashboard) > Agent Group Status Template' configuration screen is shown. It has two tabs: 'Objects/Statistics' and 'Display Options'. The 'Objects' tab is active, showing a list of objects with checkboxes. A handwritten note 'review all tabs' with arrows points to both the 'Objects/Statistics' and 'Display Options' tabs. The 'Statistics' tab is also visible, showing a list of statistics with checkboxes. A 'Widget Summary' panel on the right displays the selected objects and statistics. At the bottom, there are 'Cancel' and 'Save' buttons.

Genesys Pulse guides you through the process of creating or changing report widgets. Click the template you want to use and then click **Create Widget**.

Select the **Objects** and **Statistics** that you want to see in your report.

Your report widget must have:

Add report widgets

- One or more objects to measure. Your widgets must contain fewer than 100 objects.
- Add at least one non-string statistic.
- One widget type with specific display options.

Genesys Pulse statistics are described in detail in the [templates.xls](#) file.

Click the **Display Options** tab to define how you want to display your report.

Display options

The screenshot shows the 'Add Widget' interface in Genesys Pulse. The breadcrumb path is 'Add Widget (Blank Dashboard) > Agent Group Status Template'. The 'Display Options' tab is selected, showing configuration options for the 'Agent Group Status' widget. The 'Widget Title' is 'Agent Group Status'. The 'Widget Type' is 'List Widget', with icons for List, Pie, Gauge, Bar, and Line charts. The 'Size' is set to a medium stack of three widgets. The 'Cycle By' is set to 'Objects'. A 'Preview' pane on the right shows the resulting list widget display.

Agent Group Status	
Logged In	
GSYS_SQA_Group1	69
GSYS_SQA_test_EZPulse	160
GSYS_Inb_sg00	200
GSYS_skill_1	212
GSYS_GX_VG	290

You need to define the default display settings for your widget. Users can change these options on their own dashboard.

- Provide a name for report title.
- Select from the available [Widget Types](#) to display.

- Select the Widget refresh rate.
- Select options associated with the visualization (for example, alerts and size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentStatus), set **enable quick updates**. See [Deploying RabbitMQ for Quick Widget Updates](#).
- If needed, select the **Alerts for statistic** and define the alert values (from 1 to 3).

Important

Confirm your environment can handle the number of widgets and refresh rate you plan to use. A shorter refresh rate increases demands on the CPU, memory, disk, and network.

What do I do next?

You might want to learn more about:

- [Widget Types](#)
- [Popular real-time reports](#)
- [Displaying external content using an IFRAME widget](#)
- [Statistic properties](#)
- [Report formulas](#)
- [Widget templates](#)