



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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

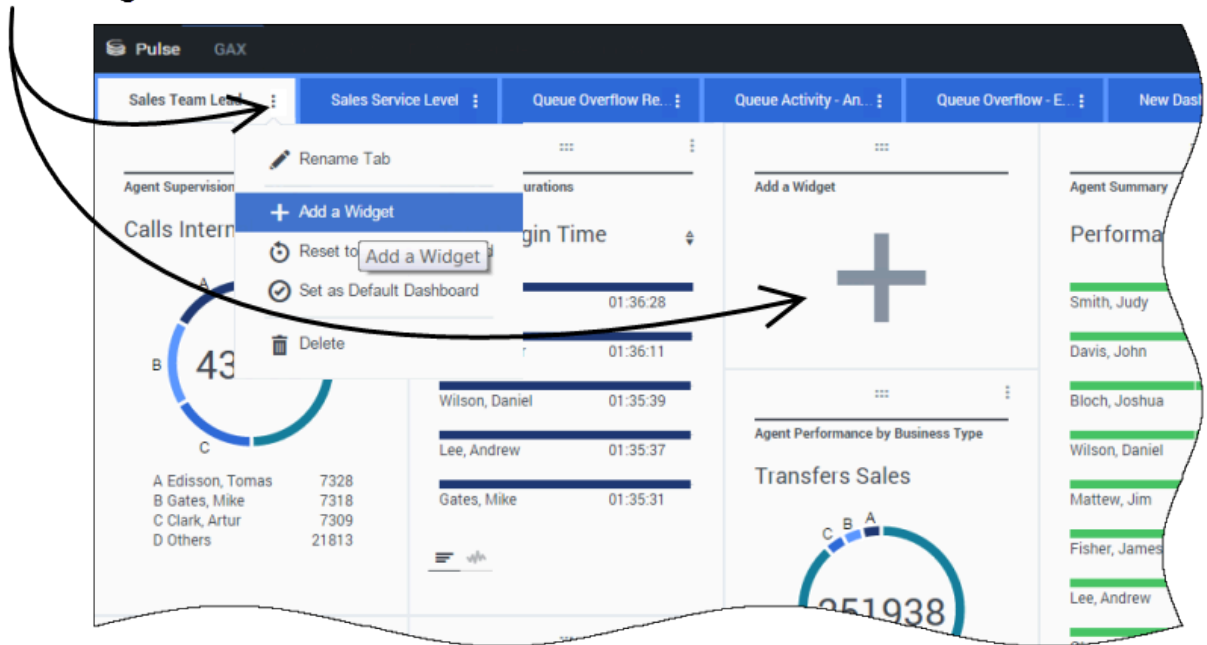
Contents

- [1 Add report widgets](#)
 - [1.1 Add reports](#)
 - [1.2 Build a report](#)
 - [1.3 Display options](#)
 - [1.4 What do I do next?](#)

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 top screenshot shows the 'Add Widget (Blank Dashboard)' dialog. It features a 'Select Widget' button, a search bar, and a table of widget templates. The table has columns for 'Widget Template', 'Type', and 'Modified'. The 'Agent Group Status' widget is highlighted in blue. A callout box on the right shows the 'Details' for this widget, including a 'Select Widget' button and a description: 'Agents are provided logins or devices and are assigned to media that match their skills. With this report, the user can see...'. A handwritten note 'select widget' with an arrow points to the 'Select Widget' button in the callout.

The bottom screenshot shows the configuration screen for the 'Agent Group Status' widget. It has tabs for 'Objects/Statistics' and 'Display Options'. The 'Objects' tab is active, showing a list of agent groups. The 'QA' group is selected. A callout box on the right shows the 'Widget Summary' panel, which lists the selected objects and statistics. A handwritten note 'review all tabs' with arrows points to the 'Objects' and 'Statistics' tabs.

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:

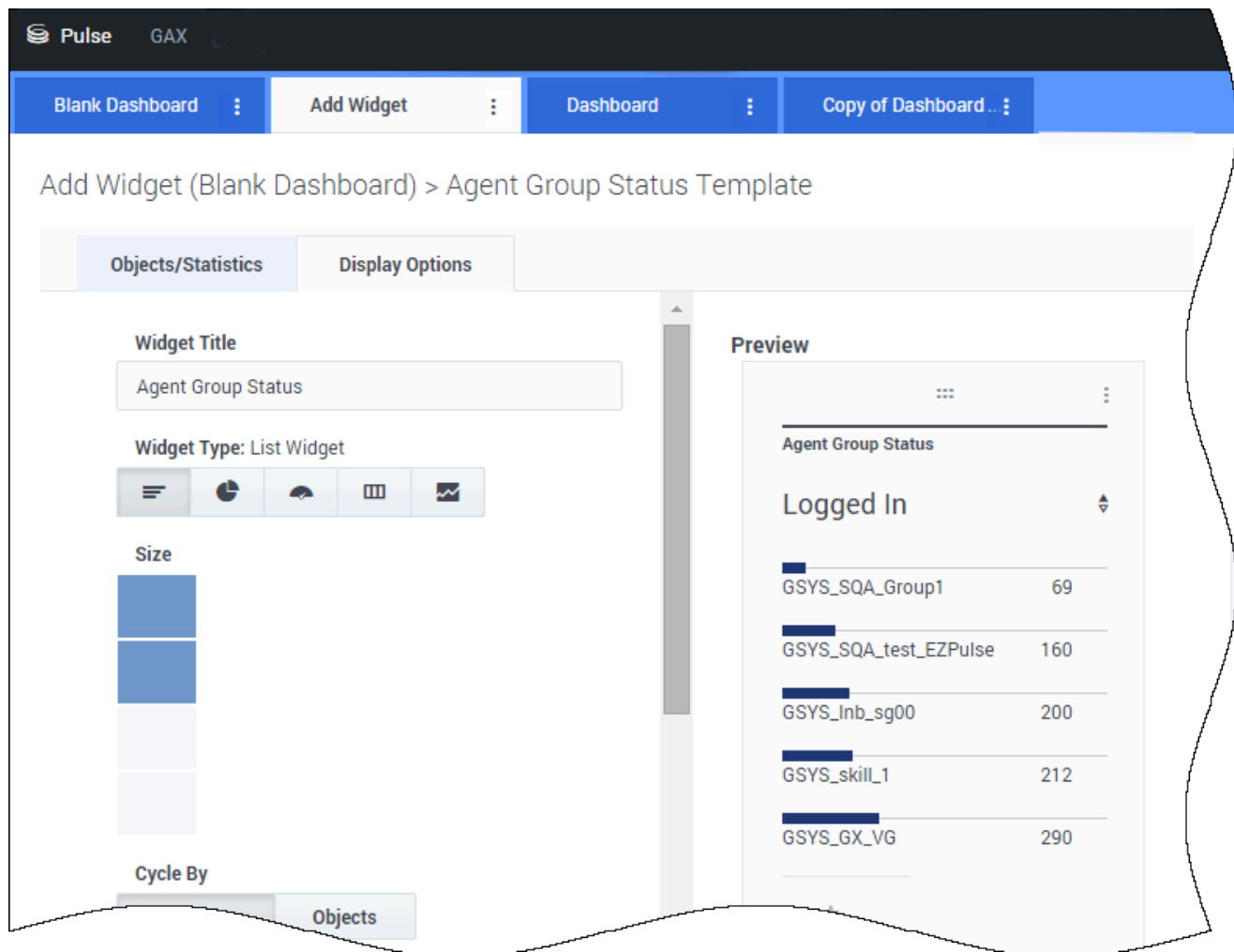
Add report widgets

- 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 displays the 'Add Widget' configuration screen in Genesys Pulse. The breadcrumb path is 'Add Widget (Blank Dashboard) > Agent Group Status Template'. The 'Display Options' tab is active, showing the following settings:

- Widget Title:** Agent Group Status
- Widget Type:** List Widget (selected from a set of icons including List, Pie, Gauge, Bar, and Line)
- Size:** A vertical stack of four bars, with the top two being blue and the bottom two being light blue.
- Cycle By:** Objects (selected from a dropdown menu)

A 'Preview' window on the right shows the resulting widget display, titled 'Agent Group Status' with a subtitle 'Logged In'. It contains a table with the following data:

Agent Group	Count
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.

Add report widgets

- 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](#)