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Genesys Engage cloud Reporting Guide

Real-time Reporting with Genesys Pulse 8.5

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Important

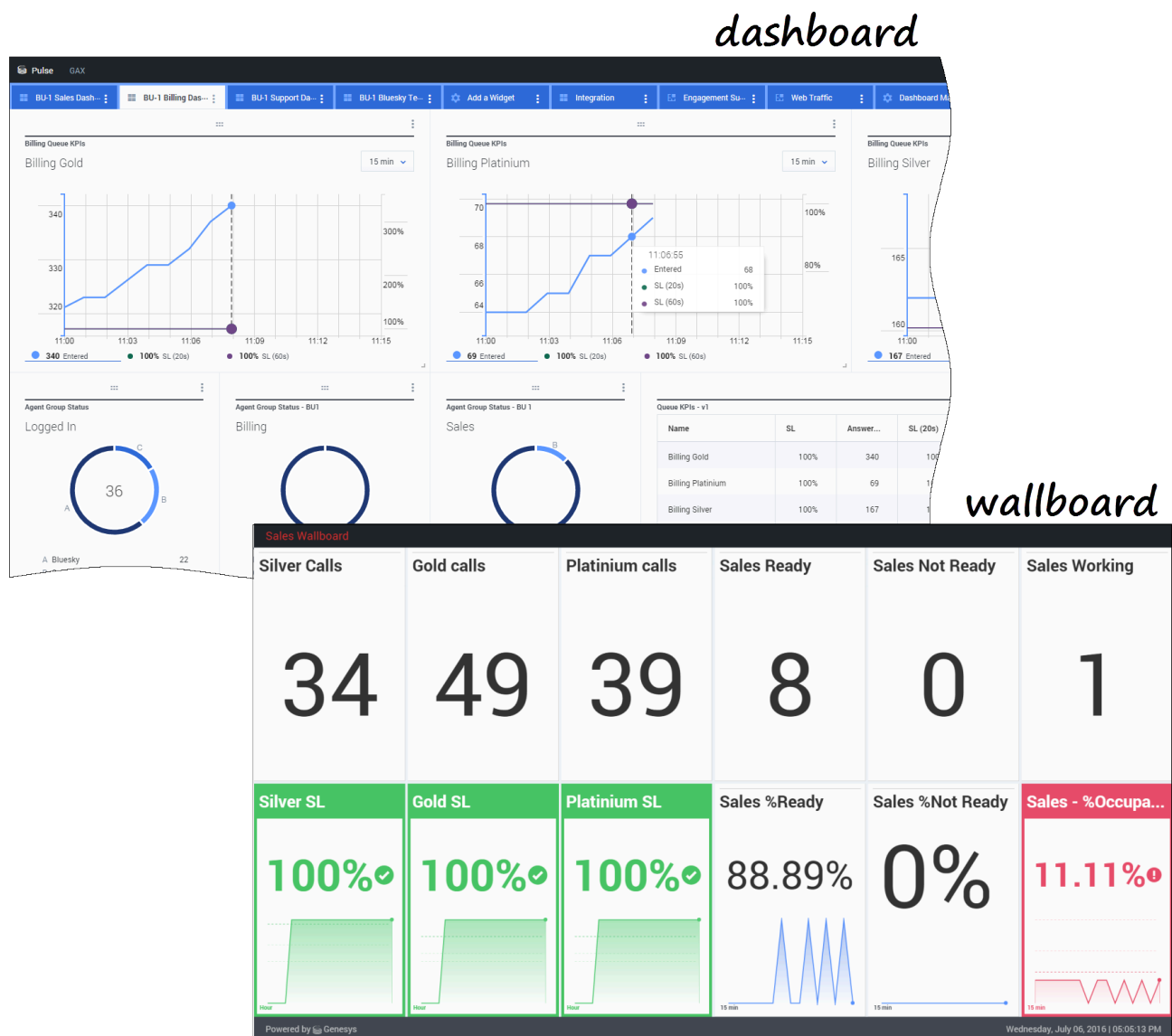
This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Reporting in Genesys Engage cloud](#).

Genesys Pulse provides at-a-glance views of real-time contact center statistics on dashboards within the user interface.

Related Topics

Important

You require the appropriate user privileges to perform actions.



You can

- view reports in widgets on either your Genesys Pulse **dashboard** or **wallboard**.
- customize **widgets** to display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts.
- use custom **templates** to quickly create report widgets for your dashboard.

Ready? **Get started**.

Looking for answers to specific questions? Try these topics:

- **Popular real-time reports**
- **Manage dashboards and wallboards**

- [Dashboard and wallboard examples](#)
- [Add reports to your dashboard or wallboard](#)
- [Display external content](#)
- [Statistic properties](#)

New to Pulse

Your version of Pulse might not include all the new functionality covered in this guide:

- Wallboards are now available.