



Genesys Pulse Help

[Add a Widget](#)

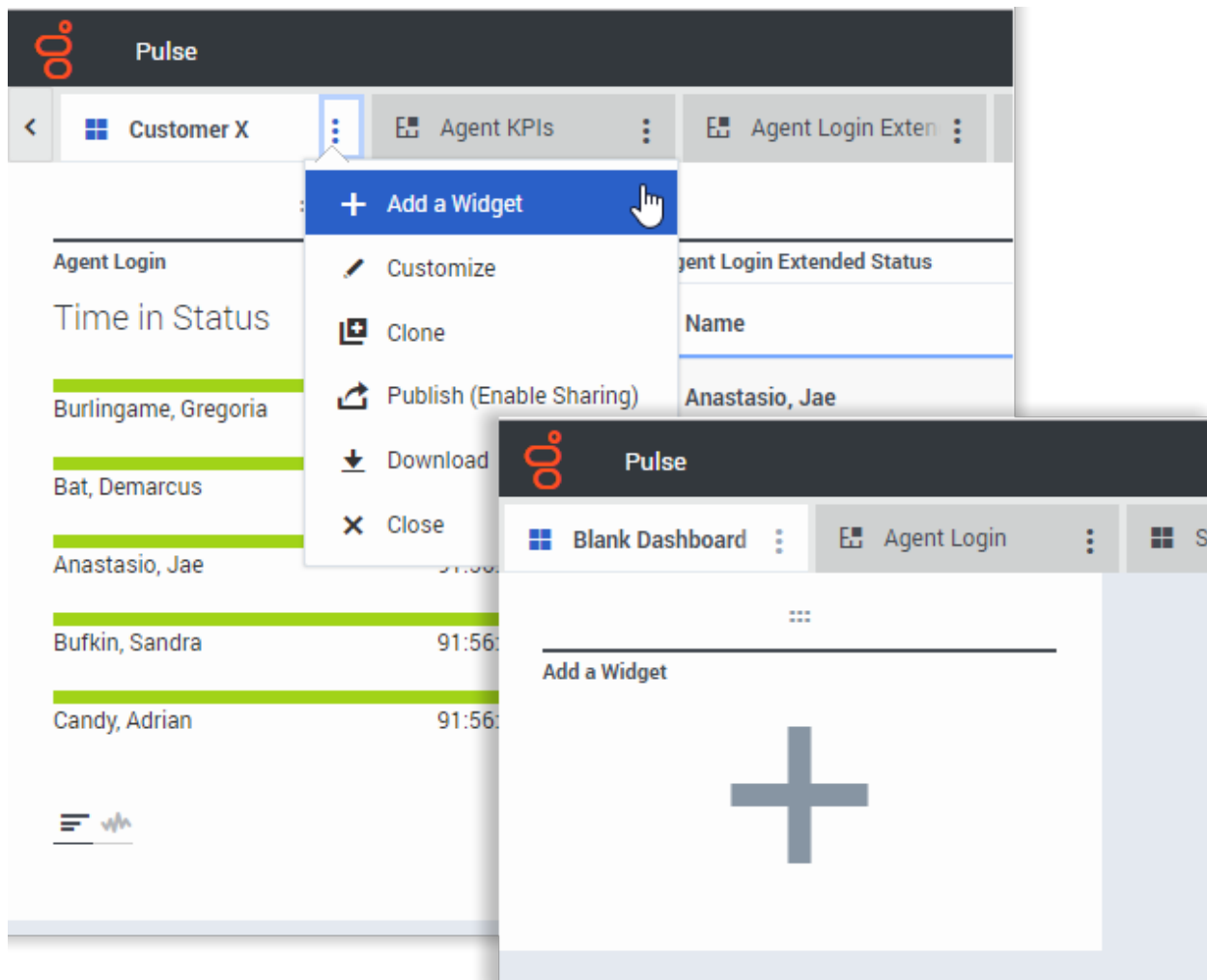
Add a Widget

It's easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined report 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 report templates.

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Add Reports

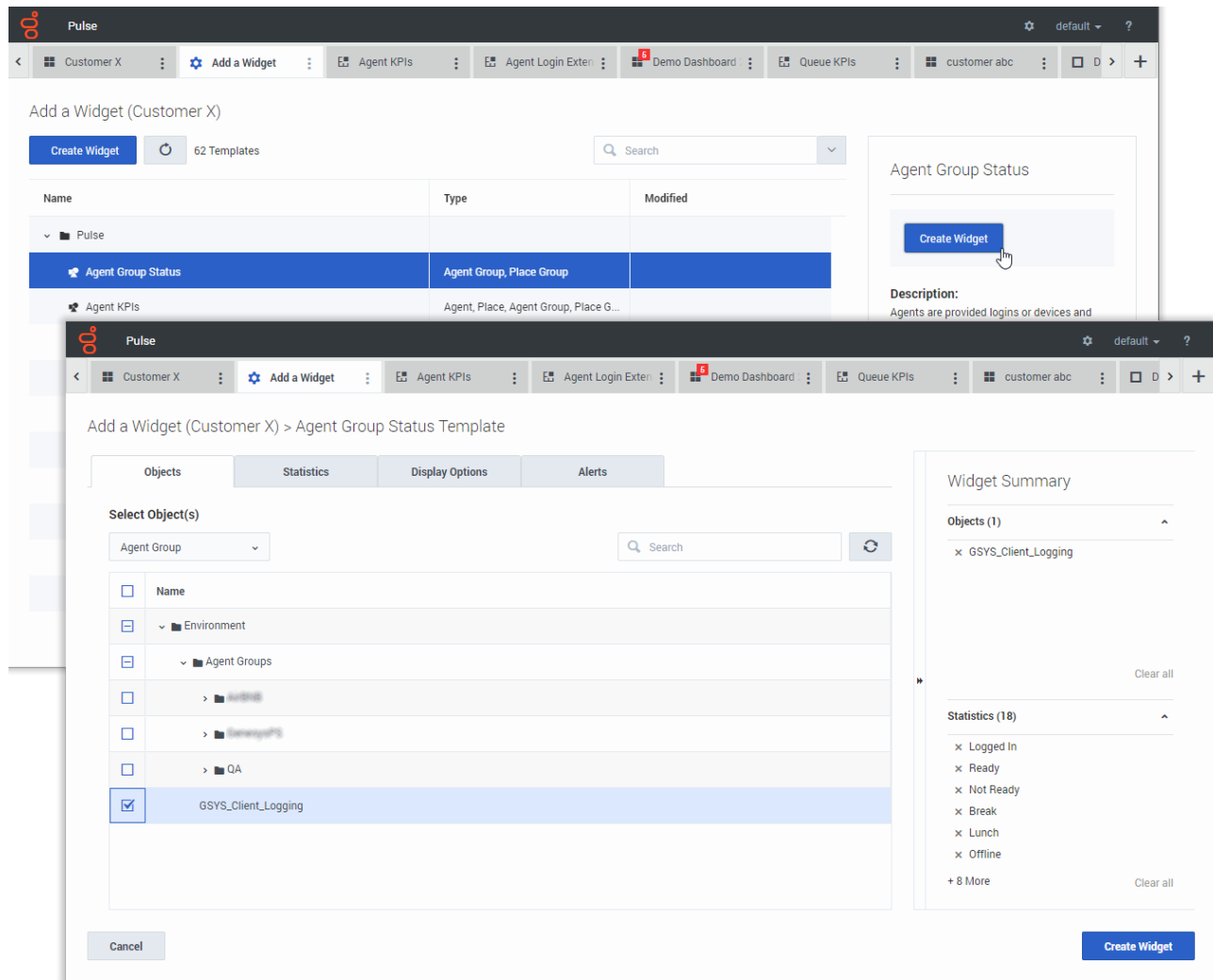


There are two ways you can add a report to your dashboard or wallboard:

- 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.

Build a Report



Genesys Pulse guides you through the process of creating or changing report widgets. Click the **standard report 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:

- 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.

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

Display Options

The screenshot shows the 'Add a Widget' configuration interface in Genesys Pulse. The breadcrumb trail is 'Add a Widget (Customer X) > Agent Group Status Template'. The 'Display Options' tab is selected, showing settings for the 'Agent Group Status' widget. A preview of the widget in presentation mode is shown on the right.

Widget Title
Agent Group Status

☒ Show Title in Widget

Widget Type: List Widget

Size

Headline Type
Statistics | Objects

Headline Statistic
Logged In

Sort
Low to high

Widget refresh rate
60 seconds

Preview in Presentation Mode (live data not shown here)

Agent Group Status	
Logged In	
Portland Agents	7
CPM NonTrip - French	19
CPM Trip - German	36
CPM Trip - English	41
Team Suzanne Cigano	48

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, size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentStatus), set **enable quick updates**. See [Deploying RabbitMQ for Quick Widget Updates](#).

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.

Alerts

Pulse Advisors

demo ?

Demo Dashboard

Add a Widget

Agent KPIs Ran...

UX Testing

Blank Dashboard

+

Add a Widget (Demo Dashboard) > Agent Login Template

Objects

Statistics

Display Options

Alerts

Alerts for Statistic (1)

Time in Status

☐ Lower is better

if equal or greater than...

900

if equal or smaller than...

900

if equal or smaller than...

600

Add Alerts for Statistic

Advanced Alerts (1)

1

Conditions

☒ Builder

or

and

Login Time

Equal or smaller than

560

×

+

Continuous Login Time

Greater than

1200

×

+

Actions

Conditions must be true for

10 seconds

Send Email

Login Alert

to

john.smith@example.com

Cancel

Done

Cancel

Create Widget



Starting with release 9.0.000, Alerts can be used to specify thresholds (red, orange, and green) for each numerical statistic (Time, Integer, Percentage, or Number format) in the **Alerts for Statistic**. Decimal values can be specified as threshold values for Number/Percentage statistics, and integer values for other statistics.

Warning

Only numerical non-formula-based statistics (Time, Integer, Percentage, or Number format) with the `Time-Based` or `Reset-Based` notification mode are available in the **Advanced Alerts**.

Specify the complex condition in the `Advanced Alerts` section when you need to use more than one statistic or send email notifications. The `Advanced Alerts` section has the following two modes:

- **Builder**. Simplifies building basic conditions.
- **Advanced**. Allows to build complex condition by assigning the boolean, number or string value to the `Result` variable using any valid JavaScript expressions.

The `Advanced Alerts` section might not be available in certain Genesys Pulse configurations. See [Advanced Alerting Capabilities](#) for more information.

Tip

`Advanced Alerts` do not affect the widget view, only email notifications are sent.

Select Collectors

Add a Widget (Blank Dashboard) > Chat Service Level Performance Template

The screenshot displays the 'Select Collectors' configuration window. On the left, under 'Select Statistic(s)', a list of statistics is shown with checkboxes: Service Level, Requested, Answered, Abandoned, Requested (15min), Answered (15min), Abandoned (15min), Wait Time, Service Level (10sec), Service Level (30sec), Service Level (60sec), and Answered (10sec). The 'Service Level' statistic is selected. The center panel shows configuration details for 'Service Level', including its display name, description, alias, notification mode, statistic type, and group by columns. On the right, the 'Collectors Setup' dialog is open, showing a list of collectors (collector1, collector2, collector3, collector4) for Site 1 and Site 2. The 'Auto' toggle is turned off, and 'collector2' is selected for Site 2. The 'Display Format' is set to 'Percent' and the 'Notification Frequency (second)' is set to '60'.

Starting with release 8.5.108, Genesys Pulse allows users to assign specific Pulse Collectors for a particular widget. To enable this functionality, you need to set the **enable_manual_collector_binding** option to `true` in Genesys Pulse configuration and assign the role with the `Pulse Manually Bind Collectors` privilege to selected users.

On the screenshot you can see Site 1 and Site 2 as it is a multisite configuration. For a singlesite configuration there will be only one site.

What do I do next?

You might want to learn more about:

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