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Pulse Help

Pulse 8.5.103

Table of Contents

Genesys Pulse  	3
 	6
     	13
      	19
   	23
     	29
    	33
     	38
    	40
  	46
  	57
   	63

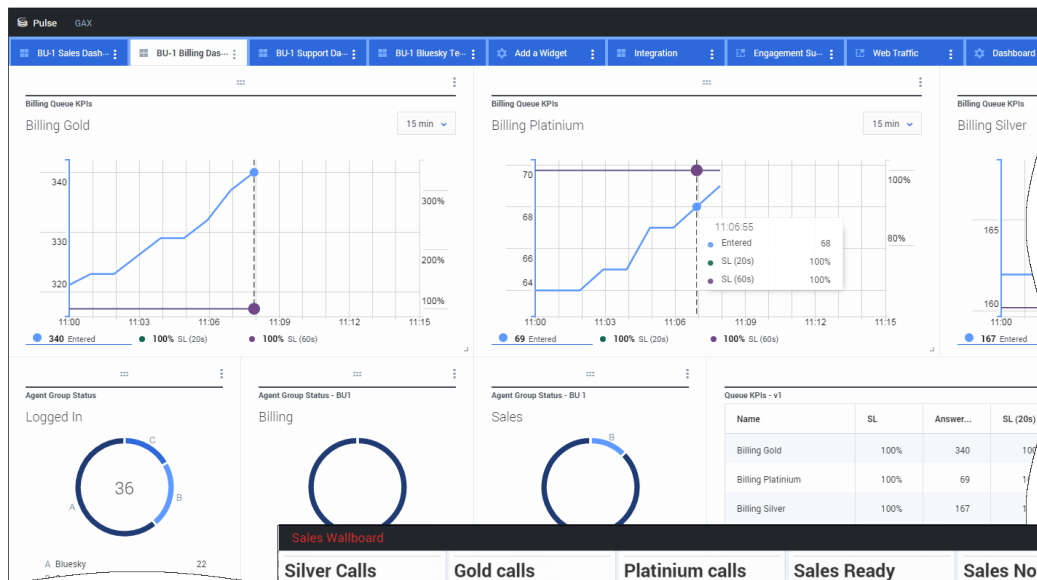
Genesys Pulse

Genesys Pulse Genesys Administrator Extension (GAX) GAX

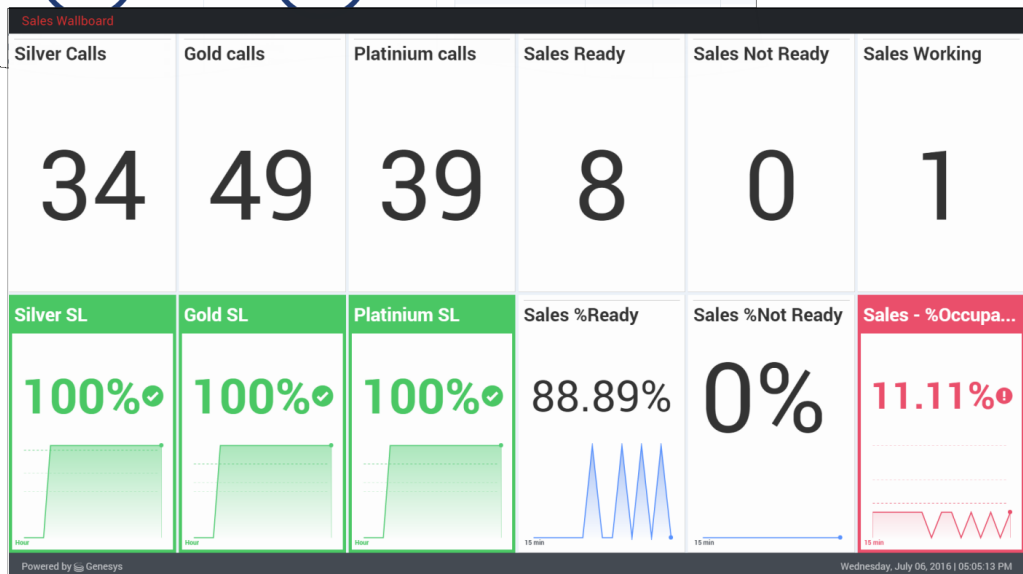
Important

Internet Explorer

dashboard



wallboard



Genesys Pulse

- Genesys Pulse
- Donut (KPI)
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-        
-            
-      
-    

Pulse

    Pulse                         

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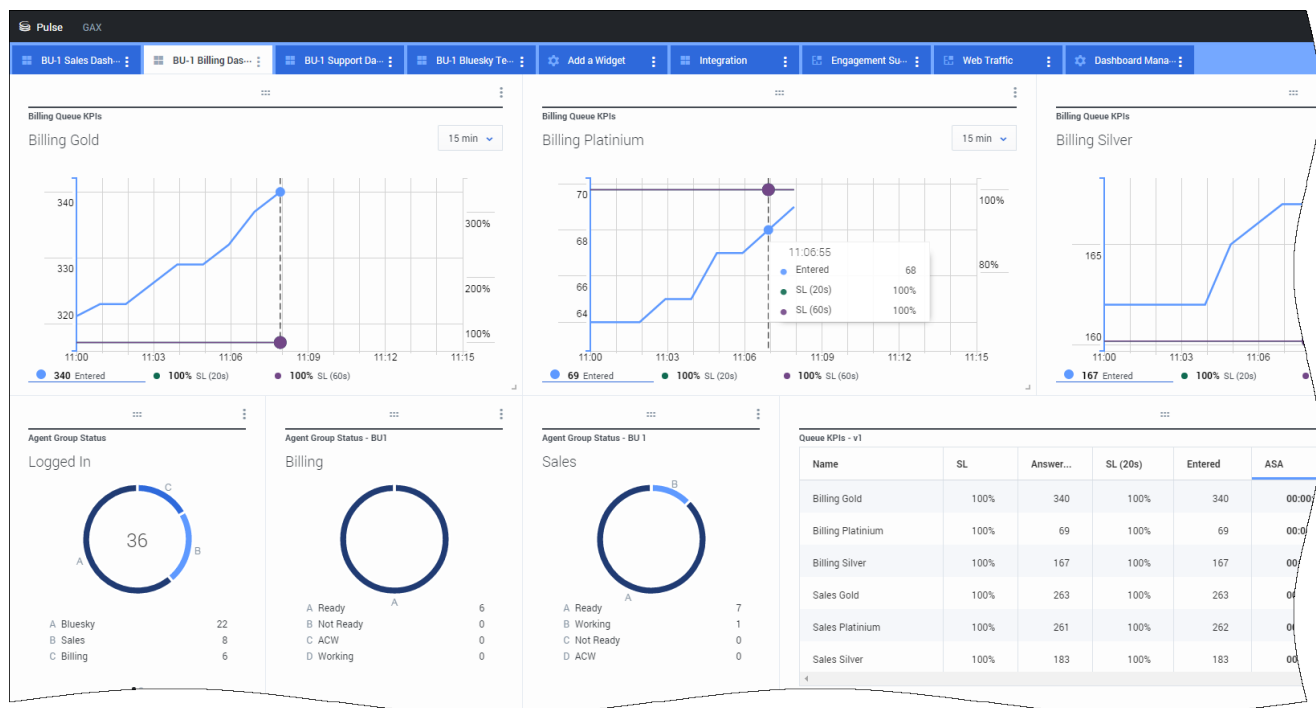


Genesys Pulse 

Important

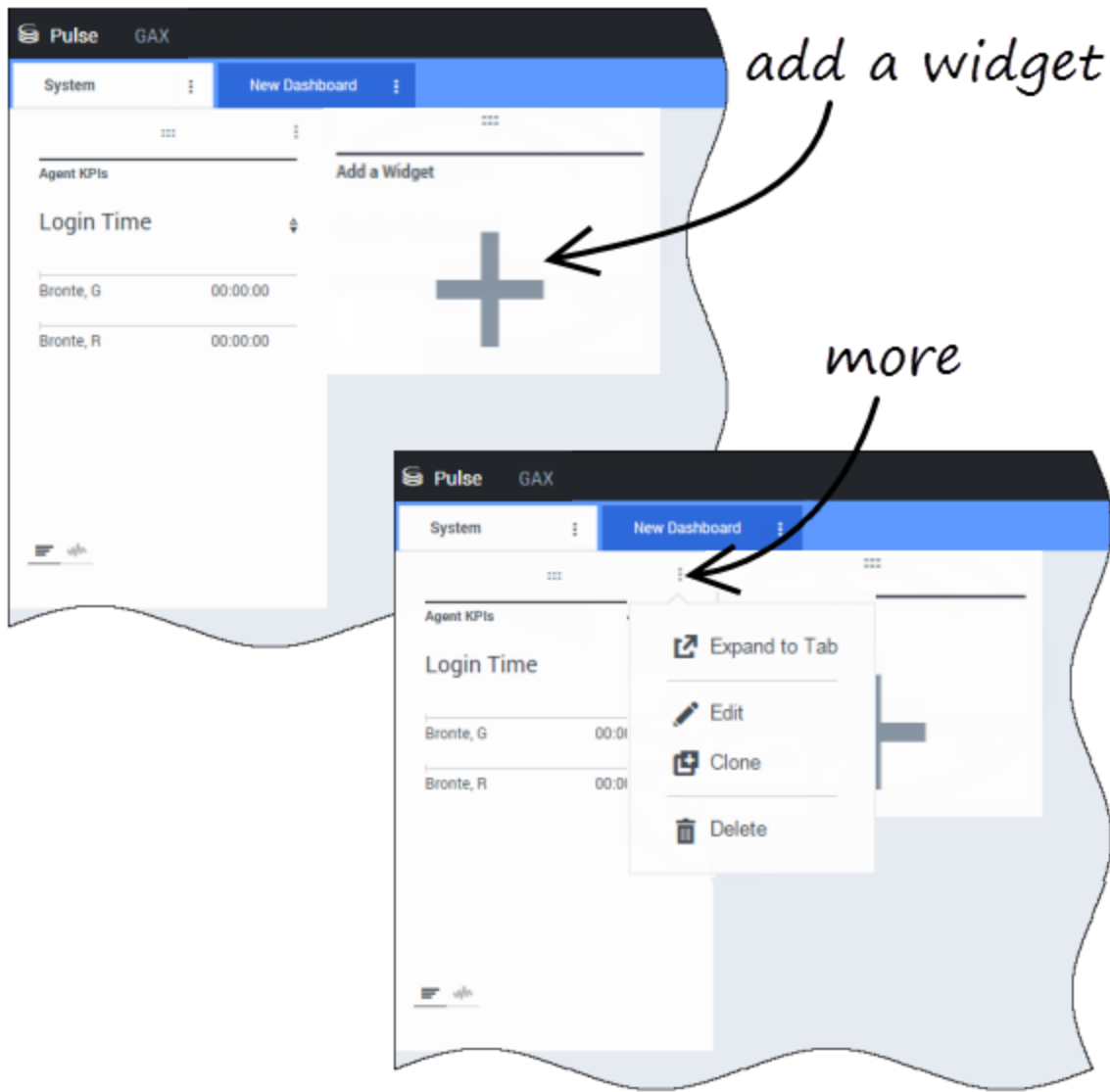
Genesys Pulse

◆◆◆◆◆ Genesys Pulse ◆◆◆◆◆ "◆◆◆◆◆"

[illegible]



- $\diamond_1 \diamond_2 \diamond_3 \diamond_4 \diamond_5 - \diamond_6 \diamond_7 \diamond_8 \diamond_9 \diamond_{10} \diamond_{11} \diamond_{12} \diamond_{13} \diamond_{14} \diamond_{15}$
- $\diamond_1 \diamond_2 - \diamond_3 \diamond_4 \diamond_5 \diamond_6 \diamond_7 \diamond_8 \diamond_9 \diamond_{10} \diamond_{11} \diamond_{12} \diamond_{13}$
- $\diamond_1 \diamond_2 - \diamond_3 \diamond_4 \diamond_5 \diamond_6 \diamond_7 \diamond_8 \diamond_9 \diamond_{10}$
- $\diamond_1 \diamond_2 \diamond_3 - \diamond_4 \diamond_5 \diamond_6 \diamond_7 \diamond_8 \diamond_9 \diamond_{10} \diamond_{11} \diamond_{12} \diamond_{13} \diamond_{14} \diamond_{15} \diamond_{16} \diamond_{17} \diamond_{18} \diamond_{19} \diamond_{20}$
- $\diamond_1 \diamond_2 - \diamond_3 \diamond_4 \diamond_5 \diamond_6 \diamond_7$
- $\diamond_1 \diamond_2 - \diamond_3 \diamond_4 \diamond_5 \diamond_6 \diamond_7 \diamond_8 \diamond_9 \diamond_{10} \diamond_{11} \diamond_{12} \diamond_{13}$
- $\diamond_1 \diamond_2 \diamond_3 - \diamond_4 \diamond_5 \diamond_6 \diamond_7 \diamond_8 \diamond_9 \diamond_{10} \diamond_{11} \diamond_{12} \diamond_{13} \diamond_{14} \diamond_{15} \diamond_{16}$
- $\diamond_1 \diamond_2 \diamond_3 \diamond_4 \diamond_5 \diamond_6 - \diamond_7 \diamond_8 \diamond_9 \diamond_{10} \diamond_{11} \diamond_{12} \diamond_{13} \diamond_{14} \diamond_{15} \diamond_{16} \diamond_{17}$

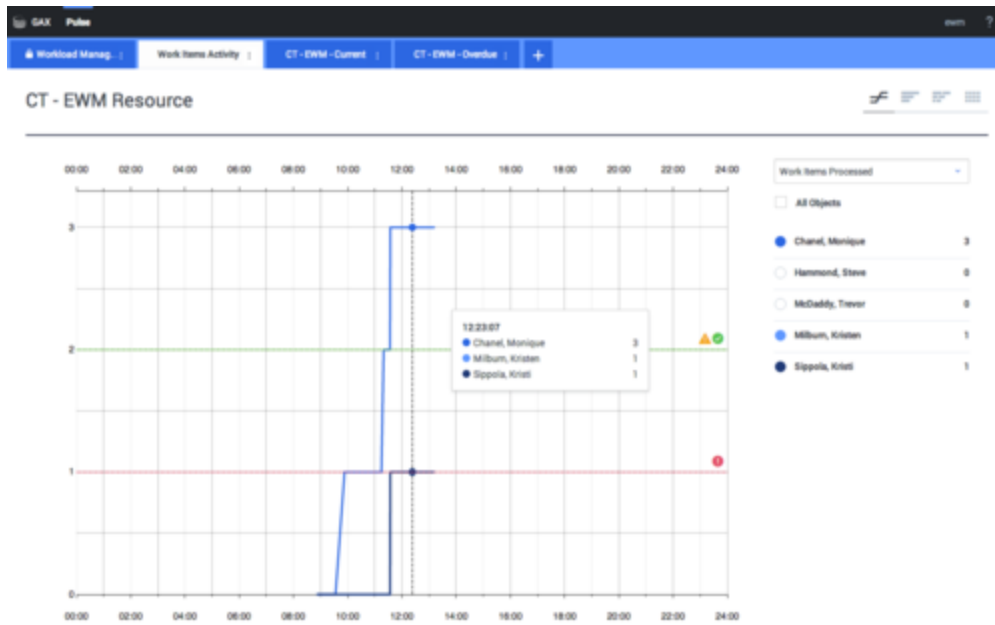


Genesys Pulse                                  Donut         (KPI)        

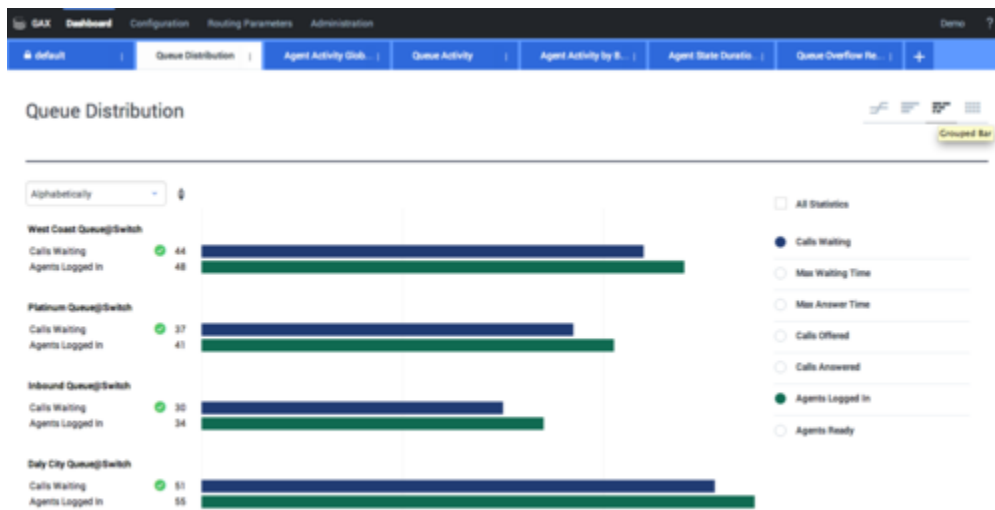
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-   —            
-   —       
-   —    CSV         
-   —        
-      —         

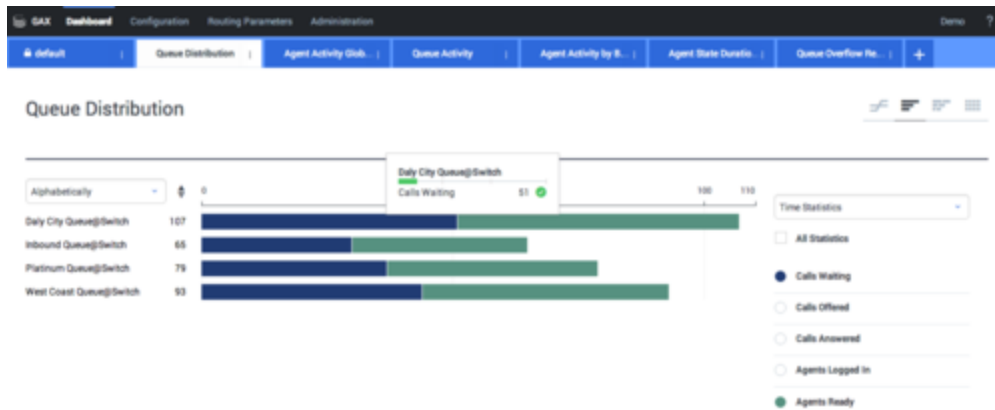




- [+]



- [+]



- [+]

Name	Work Items Processed	Work Items Accepted	Work Items Rejected	Work Items Terminated	Calls Processed	Calls Transferred	Work Items Transfers	Avg Processing Time	Processing Time
Sippola, Kristi	1	1	1	0	0	0	0	00:11:42	00:11:42
Chanet, Monique	3	3	1	0	0	0	0	00:36:21	01:49:05
Milburn, Kristen	1	1	0	0	0	0	0	00:12:26	00:12:26
Hammond, Steve	0	0	0	0	0	0	0	00:00:00	00:00:00
McCafferty, Trevor	0	0	0	0	0	0	0	00:00:00	00:00:00

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 - ? ? **IFRAME** ? ? ? ? ? ? ? ?

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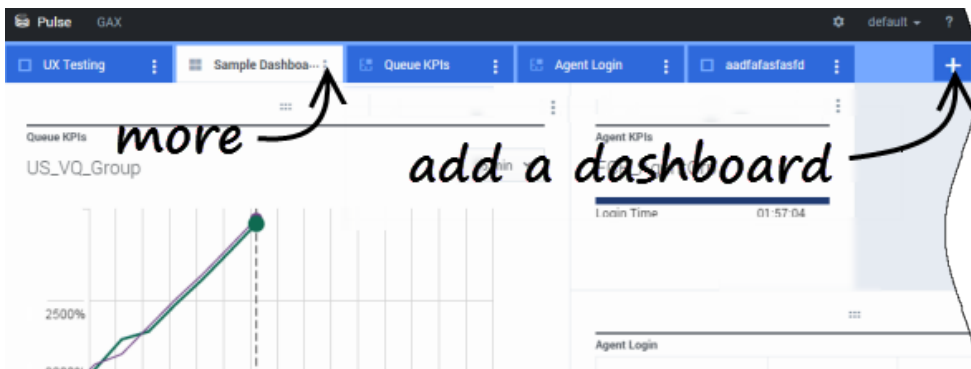
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Pulse

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KPI

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Important

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The screenshot displays the Genesys Pulse user interface. At the top, a navigation bar includes the Pulse logo, the user name 'GAX', a settings gear icon, a 'default' dropdown menu, and a help icon. Below the navigation bar, a sidebar on the left contains a 'Blank Dashboard' button and a 'Dashboard' button. The main content area is divided into two sections. The top section, titled 'Add a Widget', features a large plus sign icon. The bottom section, titled 'Widget Template Management', shows a list of 19 templates (0 selected). The list includes a 'New Template' button, a trash icon, a refresh icon, and a search bar. The templates listed are: 'Agent Group Status' (highlighted in blue), 'Agent KPIs', 'Agent KPIs', and 'Agent Login'. To the right of the list, a 'Details' panel for the 'Agent Group Status' widget is visible, showing an 'Edit' button and a description: 'Agents are provided logins or devices and are assigned to media that match their skills. With this report, the supervisor can ensure the agents are logged in where they should be and managing the media.'

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Genesys Pulse

Tip

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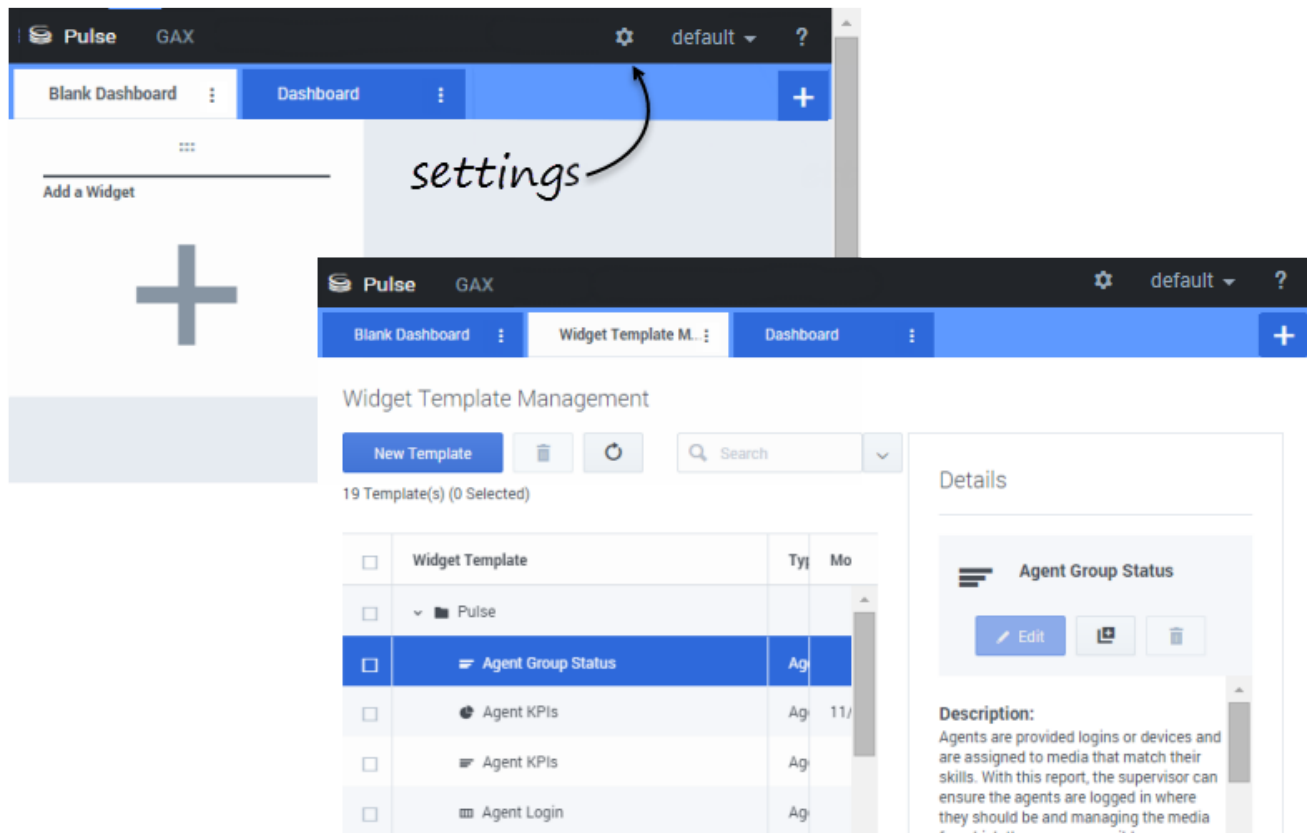


Configuration Manager

GAX Configmanager /
Genesys Configuration Server

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Genesys Pulse

Configuration Manager

Pulse

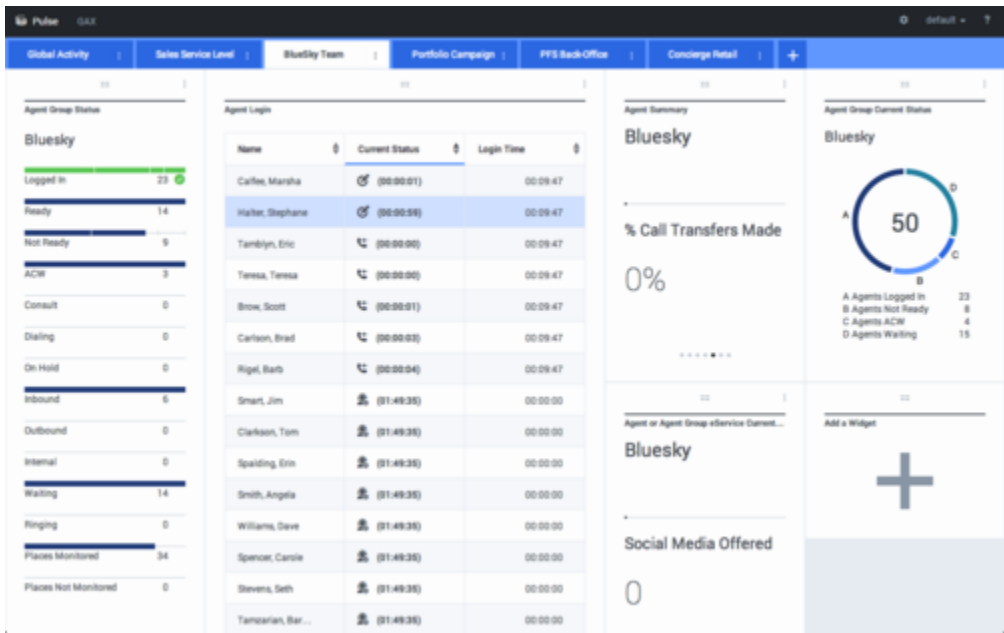
- Pulse
- Pulse
- Pulse

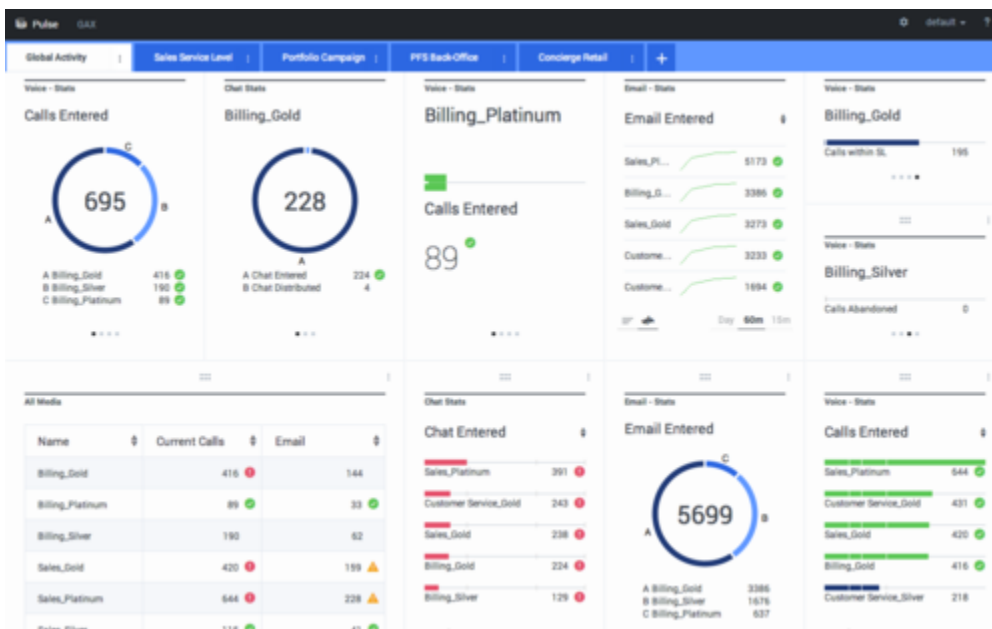
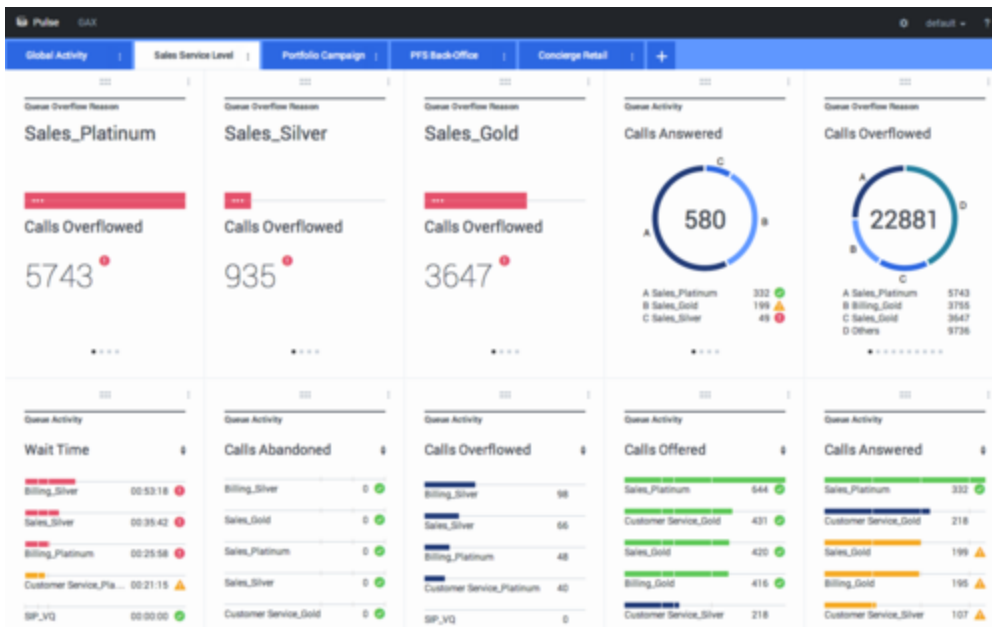
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- ?? ?? ?? ?? ??
- ?? ?? ?? ?? ?? ?? ?? ?? ?? ??
- ?? ?? ?? ??
- ?? **IFRAME** ?? ?? ?? ?? ??

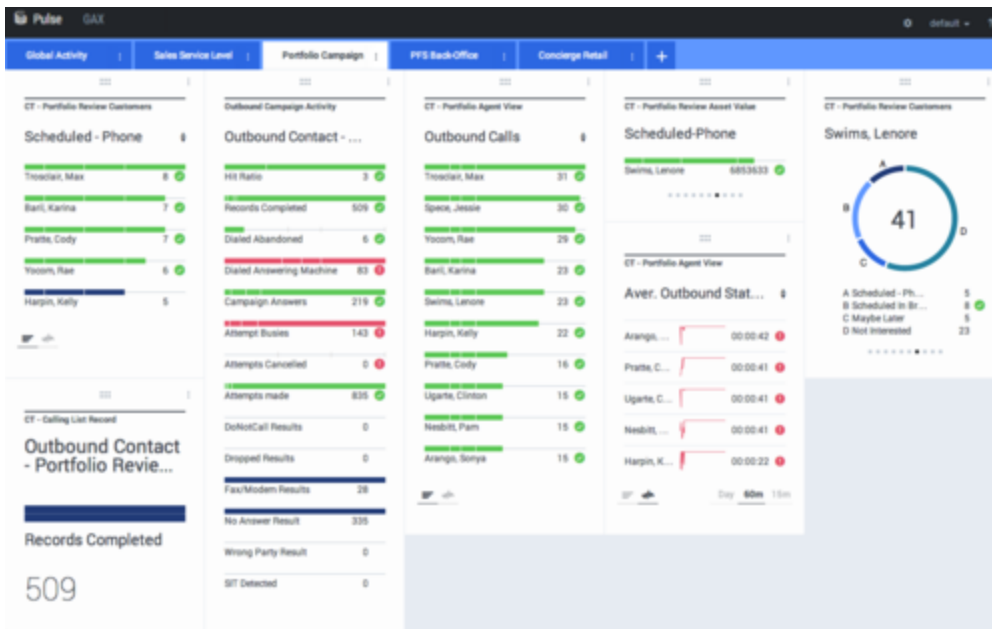




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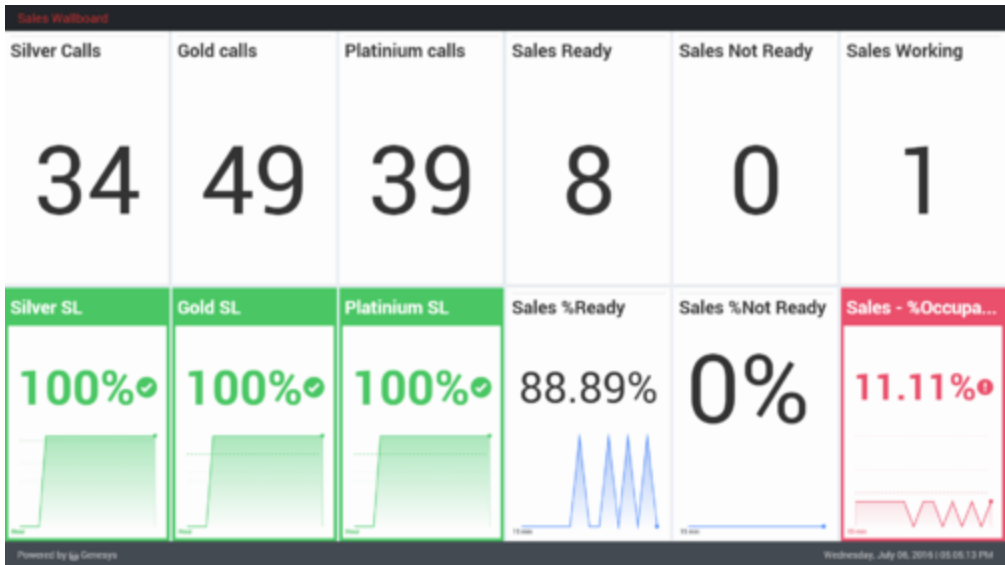
□ □ □ □ □ □ □ □ □ □ □



□ □ □ □ □ □ □ □ □ □ □

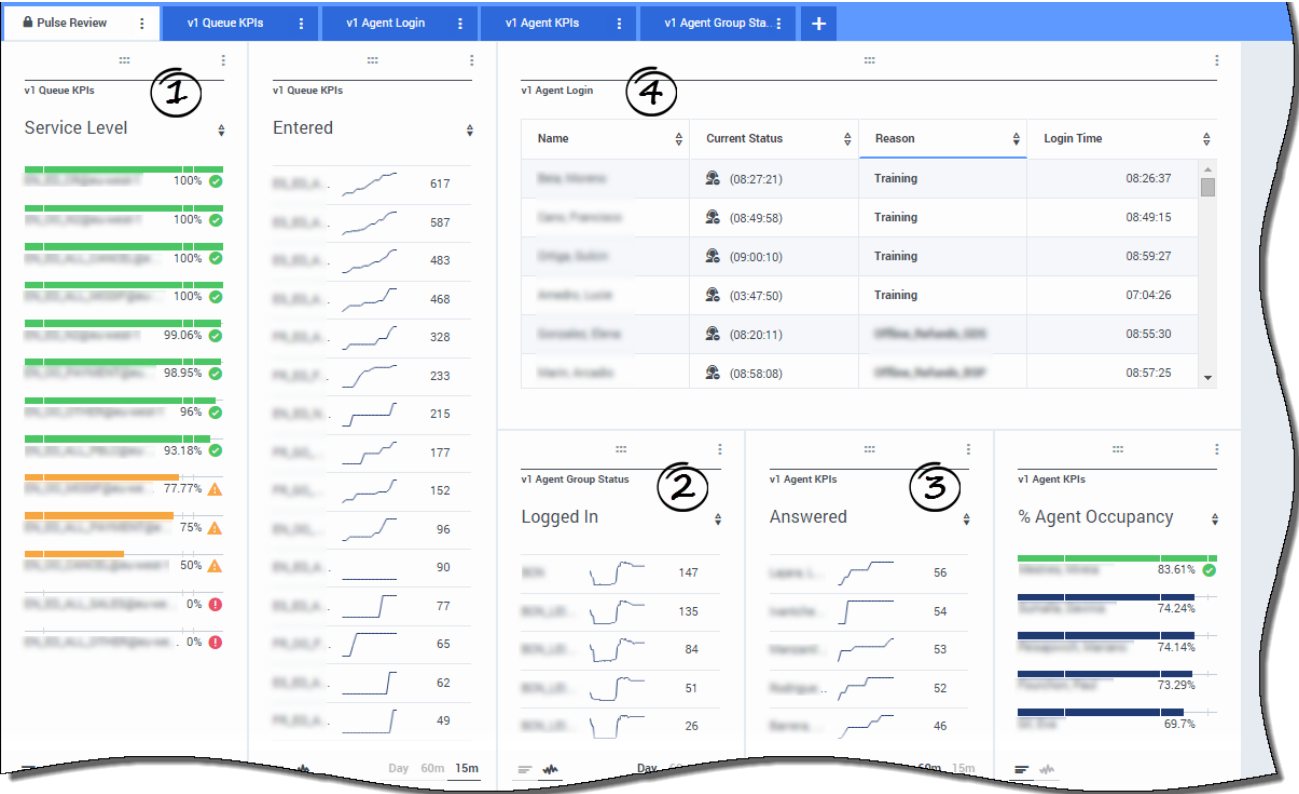


□ □ □ □





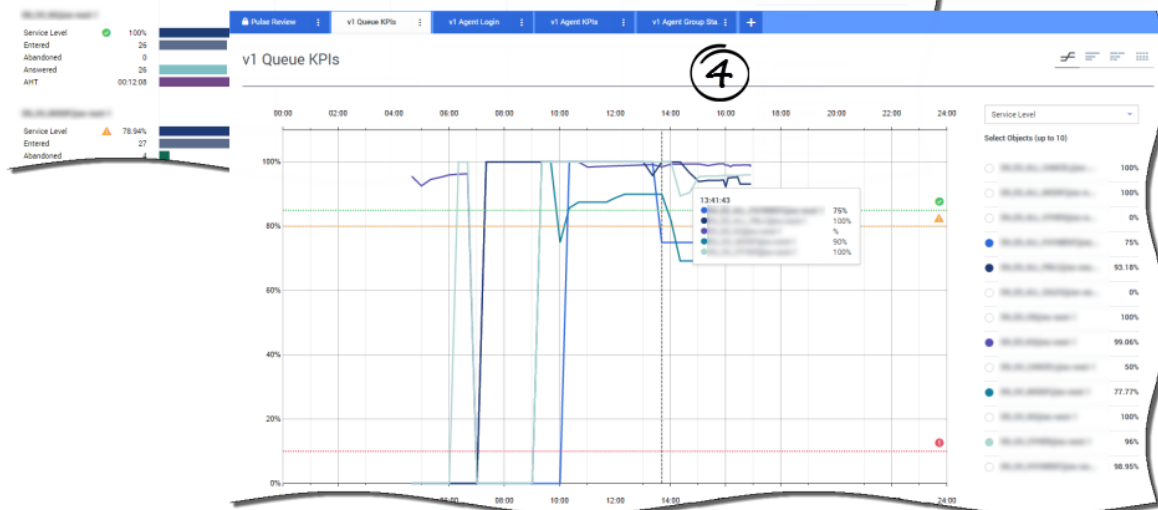
Genesys Pulse



Genesys Pulse



- 1. ?
- 2. ?
- 3. ?
- 4. ?



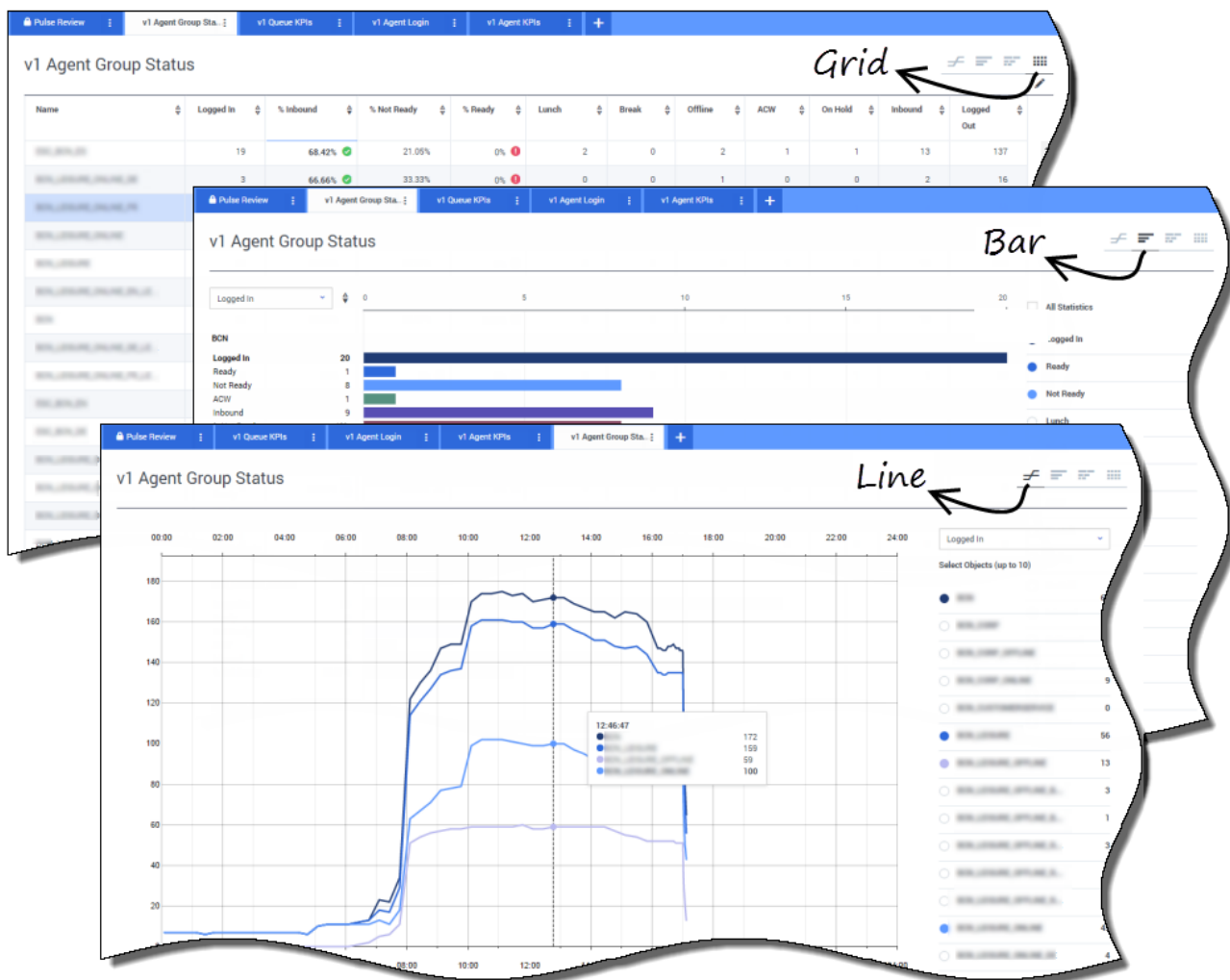
?? (KPI) ?

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?? KPI ? ASA
 ? AHT ?

1. ? SLA ?
2. ?
3. ? KPI ?
4. ?

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Genesys Pulse

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- KPI
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v1 Agent Login										
Name	Current Status	Time in Status	Reason	Login Time	Employeeid	Place	Switch	Logid		
John Doe	(08:33:06)	08:33:06	Training	08:32:38	John Doe	John Doe	John Doe	John Doe		
John Doe	(08:55:43)	08:55:43	Training	08:55:15	John Doe	John Doe	John Doe	John Doe		
John Doe	(09:05:55)	09:05:55	Training	09:05:27	John Doe	John Doe	John Doe	John Doe		
John Doe	(08:25:56)	08:25:56	Office Hours	09:01:30	John Doe	John Doe	John Doe	John Doe		
John Doe	(09:03:53)	09:03:53	Office Hours	09:03:26	John Doe	John Doe	John Doe	John Doe		

v1 Agent Login										
Name	Current Status	Login Time	Employeeid	ANI	DID	DNIS	Brand	Market	Service	
John Doe	(00:08:33)	06:53:24	John Doe	Restricted	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:01:45)	09:14:39	John Doe	Restricted	John Doe	John Doe	FR	FR	John Doe	
John Doe	(00:01:12)	09:05:29	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:02:29)	08:51:46	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:02:15)	08:58:57	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:02:07)	09:04:44	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:03:15)	08:58:30	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:11:23)	09:02:19	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:00:16)	09:03:54	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:01:09)	07:20:06	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:00:02)	07:04:44	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:02:20)	08:02:09	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:01:00)	06:57:35	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	
John Doe	(00:01:36)	09:02:11	John Doe	John Doe	John Doe	John Doe	ES	ES	John Doe	

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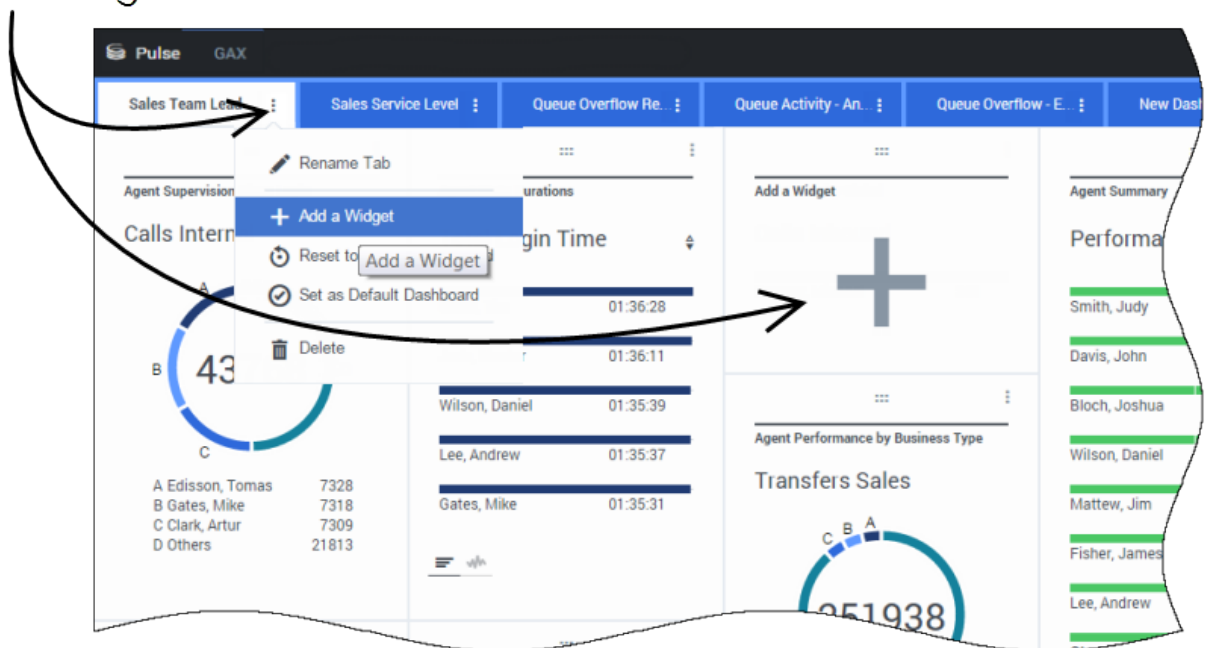
- ?
- ? IFRAME ?

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Genesys Pulse Genesys Pulse

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add a widget



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- "??"
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Genesys Pulse

PulseGAX

default?

Blank DashboardAdd WidgetDashboardCopy of Dashboard

Add Widget (Blank Dashboard)

Select Widget

Search

Widget Template	Type	Modified
Pulse		
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	

Details

Agent Group Status

Select Widget

Description:
Agents are provided logins or devices and are assigned to media that match their skills. With this report, the supervisor can

Add Widget (Blank Dashboard) > Agent Group Status Template

Objects/StatisticsDisplay Options

Objects

Agent Group

Name

Environment

Agent Groups

QA

GSYS_Client_Logging

Statistics

Widget Summary

Objects (23)

Internal

Ringling

Logged Out

% Ready

% Not Ready

% Inbound

Statistics (18)

Save

Genesys Pulse

Important

Donut

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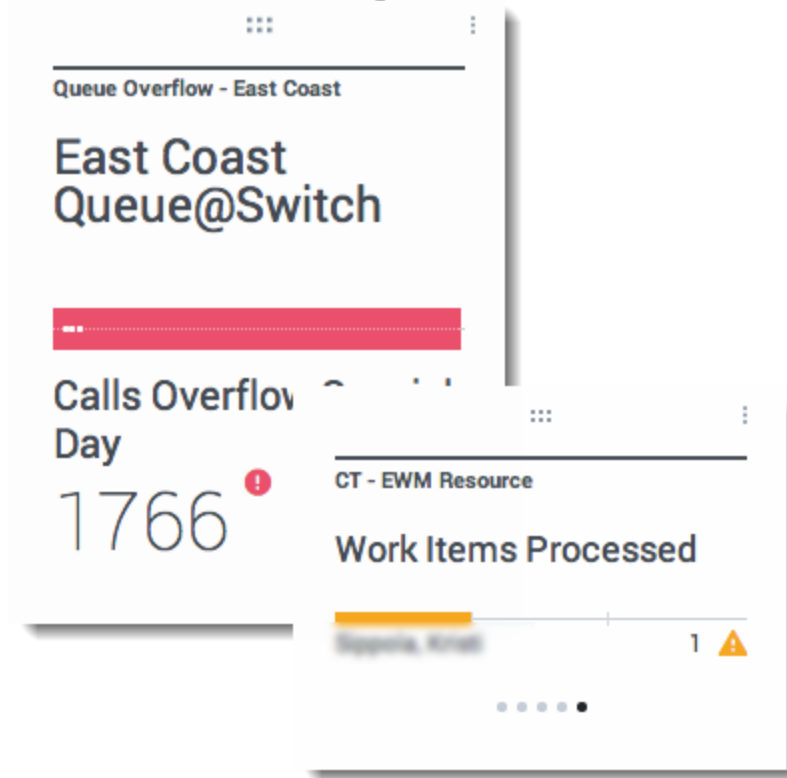
Agent Login		
Name	Current Status	Login Time
Calfee, Marsha	(00:00:01)	00:09:47
Halter, Stephanie	(00:00:39)	00:09:47
Tamblyn, Eric	(00:00:00)	00:09:47
Teresa, Teresa	(00:00:00)	00:09:47
Brow, Scott	(00:00:01)	00:09:47
Carlson, Brad	(00:00:03)	00:09:47
Rigel, Barb	(00:00:04)	00:09:47

CT - EWM Resource			
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

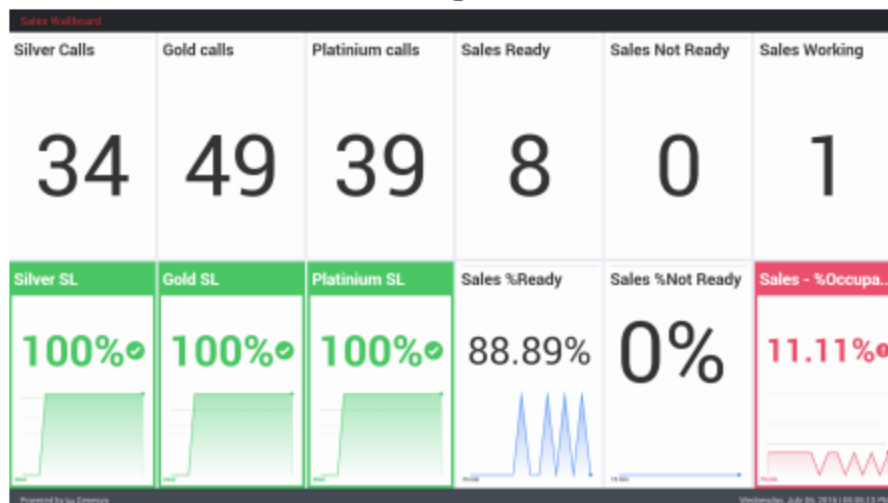
?

KPI ◇◇◇◇

dashboard KPI widgets



wallboard KPI widgets



Important

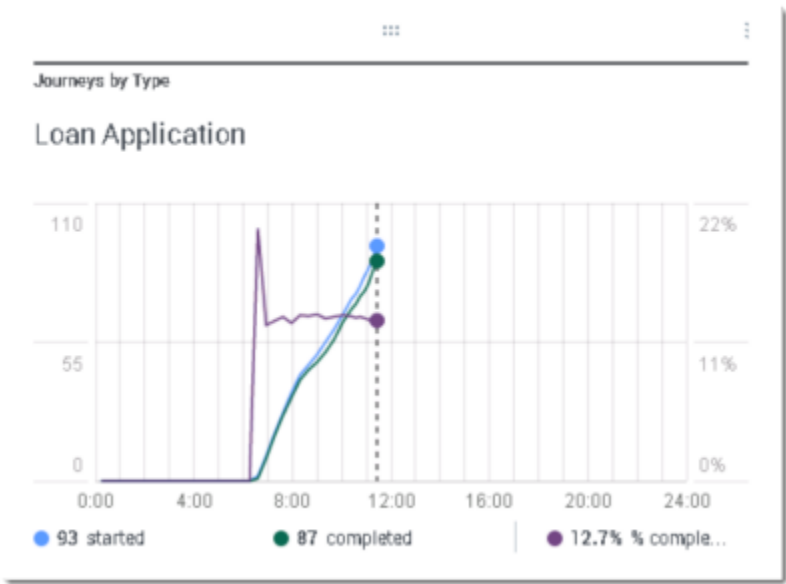
KPI

KPI

KPI

KPI

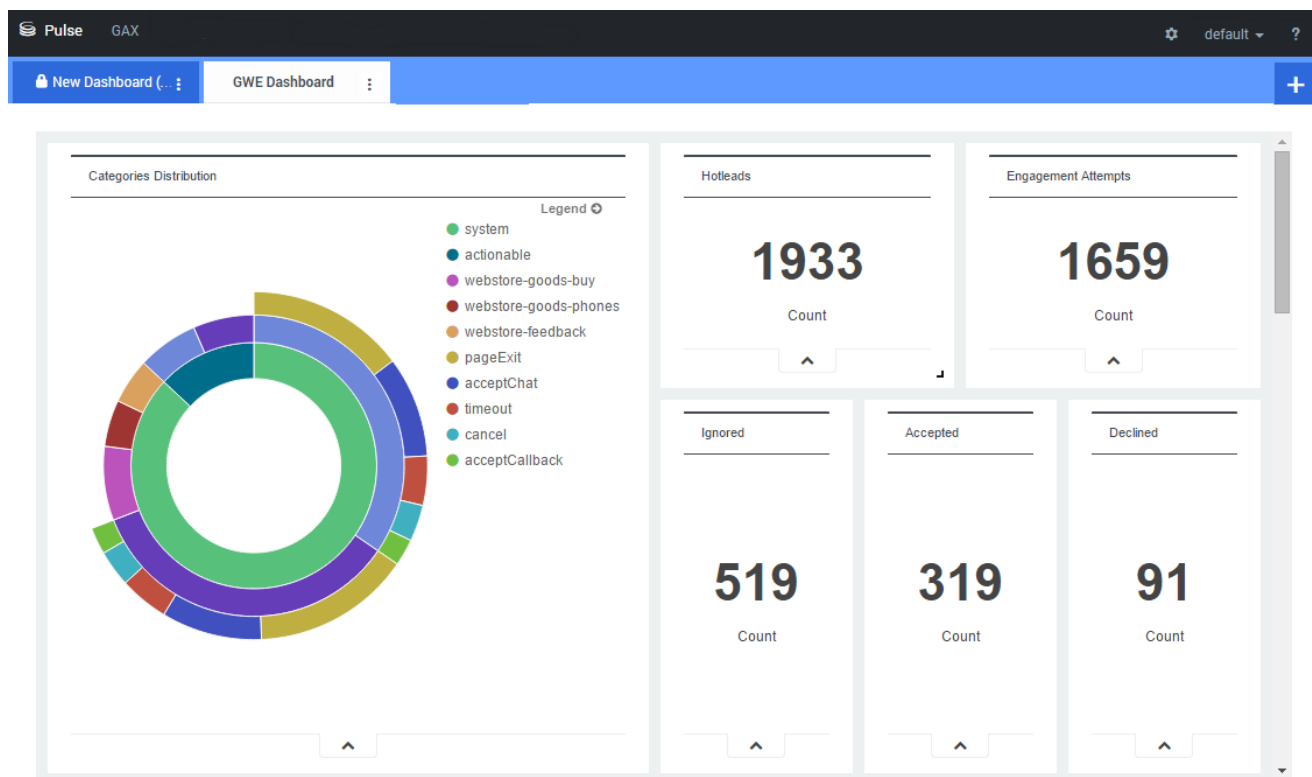
KPI Sparkline



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Genesys Pulse IFRAME URL Genesys Pulse
Genesys Pulse iFrame

IFFRAME



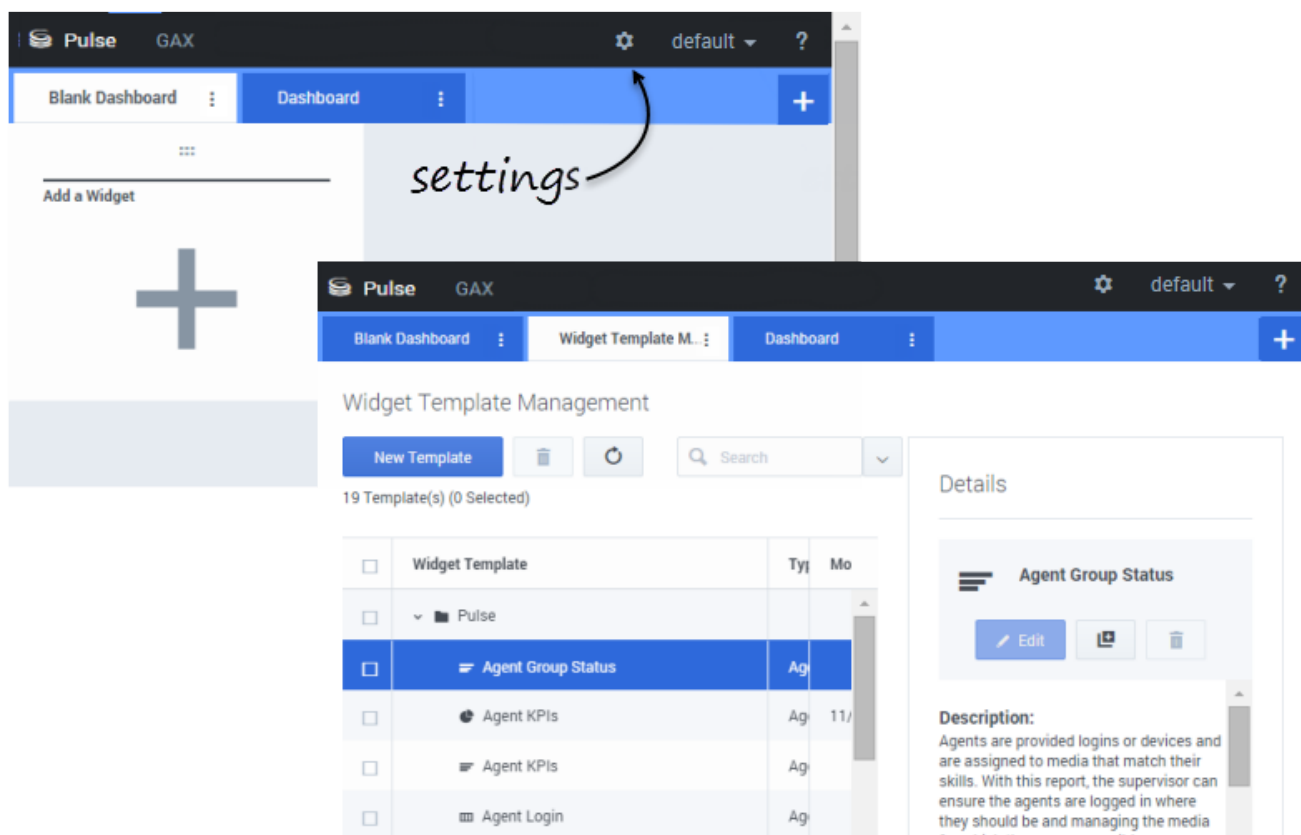
IFFRAME

IFFRAME URL Web URL Web

[+] IFRAME

IFFRAME

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Important

Pulse [pulse] install_templates false GAX

???

Save Dashboard

Dashboard Name *

New name1

Description

Optional

☒ Save to Genesys Configuration Server

Dashboard Name	Modified
> Environment	

Saved Location /Environment/Scripts/New name1

Cancel

Save

Details

New name1

Modified February 19 2016 by pulse

Launch

Description:

Access Groups:

Permissions are set via GAX Configuration Manager

[Link to Configuration Manager](#)

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Important

GAX Configmanager

Genesys Configuration Server

Configuration Manager



















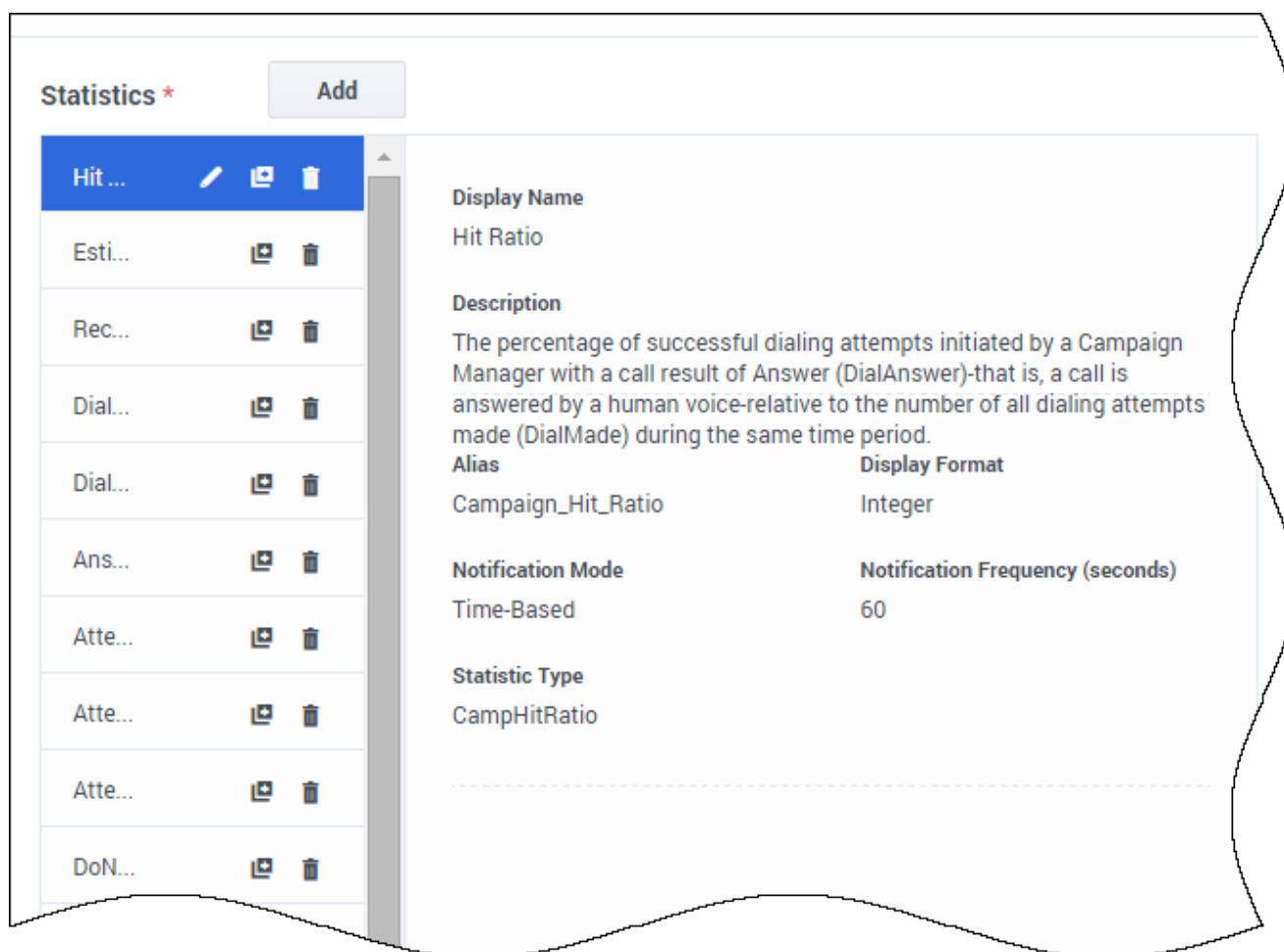












Pulse StatServer
StatServer Pulse StatServer

Pulse	StatType
Pulse	StatServer
Pulse	Pulse

Widget Template Management > Agent Login Template

Objects/Statistics
Display Options

Object Type *

- ☐ Select All
- ☒ Agent
- ☐ Agent Group
- ☐ Place
- ☐ Place Group
- ☐ DN
- ☐ DN/Queue Group
- ☐ Queue
- ☐ Routing Point
- ☐ Calling List
- ☐ Campaign
- ☐ Campaign Calling List
- ☐ Campaign Group
- ☐ Routing Strategy

Statistics*

Current Status	☒	☐	☐
Time in Status	☒	☐	☐
Login Time	☒	☐	☐
Continuous Login T...	☒	☐	☐
Reason	☒	☐	☐
Employee Id	☒	☐	☐
Place	☒	☐	☐
Switch	☒	☐	☐
Login Id	☒	☐	☐
Extension	☒	☐	☐
Position	☒	☐	☐
Current Status KVP	☒	☐	☐
Service Type	☒	☐	☐
Service Sub Type	☒	☐	☐
Customer Segment	☒	☐	☐
Business Result	☒	☐	☐

☐ Formula

Notification Mode *

Statistic Type *

Time Profile

Time Range

☐ Hide Statistic
☐ Filter Out LoggedOut Agents

Additional Data

☒ Hardware Reason Codes
 ☒ Software Reason Codes

☐ User Data

Group by Columns

Objects/Statistics

Display Options

Template Name

Campaign Activity

Description

Monitor the activity associated with outbound campaigns.

Widget Type: List Widget

Size

Headline Statistic

Hit Ratio

Sort

Low to high

Preview

Campaign Activity

Hit Ratio

Example 2	34
Example 3	296
Example 1	402
Example 4	936
Example 5	996

Cancel

Save



?? Genesys Pulse ?

Important

2



ASCII ?



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"Spanish/Language"

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Statistics *

Add

Hit Ratio	
Estimated Time	
Records Completed	
Dialed Abandoned	
Dialed Answering Ma...	
Answers	✓
Attempt Busies	
Attempts Cancelled	
Attempts made	
DoNotCall Results	
Dropped Results	
Fax Modem Results	
No Answer Result	

✓

Display Name *

Answers

Description

The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right

Alias *

Campaign_Answers

Display Format *

Integer

☒ Formula

☐ Hide Statistic

☐ Show Agent State Icon

Save

?

Javascript Genesys

Genesys Pulse

Result Data.<Statistic-Alias>.Value

)=)

G.GetAgentNonVoiceStatus()

Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value, email);

GroupBy

CallInternal (group by language and segment)

Name	CallInternal	Segment	Language
▼ Green, Anna	9	N/A	N/A
Green, Anna	8	N/A	N/A
Green, Anna	1	Silver	N/A
Green, Anna	3	N/A	English
Green, Anna	1	Bronze	English
Green, Anna	2	Gold	English
Green, Anna	1	Silver	English
Green, Anna	1	N/A	Russian
► Qwerty, Mary	6	N/A	N/A

Segment	Language
N/A	N/A
N/A	N/A
N/A	N/A
English	English
English	English
English	English
English	English
Russian	Russian
▼ Qwerty, Mary	N/A
Qwerty, Mary	N/A
Qwerty, Mary	N/A

Important

- GroupBy 8.5.103 StatServer StatServer User Guide
- GroupBy Pulse
- GroupBy TotalNumber

GroupByColumns Pulse " " GroupBy

GroupBy

GroupBy StatType

- GroupBy—
- GroupByColumns—

Stat Server StatType GroupBy GroupByColumns

[Total_Calls_Grouped]
Category=TotalNumber
GroupBy=GetString(UserData,"Language"), GetString(UserData,"Segment")
GroupByColumns=Language, Segment
MainMask=CallInternal
Objects=Agent
Subject=DNAAction

StatType "Language, Segment"

Important

StatType GroupByColumns
GroupBy

Home > Applications > Applications > Stat_Server Properties

General

Connections

Ports

Tenants

Application Options

Application Options

☐	Key	▲▼
☐	▼ AbandCallsPercentage	
☐	▼ AbandonedFromRinging	
☐	▼ AbandTime	
☐	▼ ACW_Time_Inbound	
☐	▼ ACW_Time_Other	
☐	▼ ACW_Time_Outbound	
☐	▼ AgentLogInTime	
☐	▼ AgentReadyTime	
☐	▼ Agents_CurrentNumber	

□□□□□□□□□□□□□□□□ Stat Server □□□□□□□□□□

□□□□□□□□□□□□□□□□□□□□□□□□ Genesys Administrator Extension (GAX) □“□□”□□□□□□□□□□□□
Genesys Pulse □□□□ Stat Server □□□□□□□□□□□□□□□□□□

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◇ GAX ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ?

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- ??
- ??
- ??
- SinceLogin

???

- Default,Growing—???(0)?? 00:00
- LastHour,Sliding—LastHour ? 15 ? 3600:15
- SinceLogin,SinceLogin—SinceLogin ? (0)??DN??
SinceLogin ?
- Shifts,Growing—? 3 ? 7 ? 11 ? 1 ? 7 ? 1 ? Shifts ?
? 3:00 +4:00 13:00 +6:00

- ◆ ◆ ◆ ◆ ◆ ◆

Pulse "Range0-30" 25
 40 10 Stat Server

- 
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- 



(KPI)

Genesys Pulse

Important



Statistics *

Add

Hit Ratio	
Estimated Time	
Records Completed	
Dialed Abandoned	
Dialed Answering Ma...	
Answers	✓
Attempt Busies	
Attempts Cancelled	
Attempts made	
DoNotCall Results	
Dropped Results	
Fax Modem Results	
No Answer Result	

Display Name *

Answers

Description

The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right

Alias *

Campaign_Answers

Display Format *

Integer

☒ Formula

☐ Hide Statistic

☐ Show Agent State Icon

Save



Statistics *

Add

Hit Ratio		
Estimated Time		
Records Completed		
Dialed Abandoned		
Dialed Answering Ma...		
Answers	✓	
Attempt Busies		
Attempts Cancelled		
Attempts made		
DoNotCall Results		
Dropped Results		
Fax Modem Results		
No Answer Result		

✓

Display Name *

Answers

Description

The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right

Alias *

Campaign_Answers

Display Format *

Integer

☒ Formula

☐ Hide Statistic

☐ Show Agent State Icon

Save

?

Data.Statistic-Alias.Value

?

Formula: Calculate a Percentage

```
if ((Data.Outbound.Value + Data.Inbound.Value) != 0)
```

```
Result = 100 * Data.Outbound.Value / (Data.Outbound.Value + Data.Inbound.Value);  
else Result = 0;
```

◆ ◆ ◆ ◆ ◆ KPI

Agent Login With Formula				
Name	Current Agent State	Current Status	Time in Status	Reason
Sigala, Kristi	Delegated	LoggedOut (1556:12:1...	1556:12:19	
Charat, Monique...	On Pause	NotReadyForNextCall ...	17:46:27	Break
McQuibb, Tracy ...	Delegated	LoggedOut (2232:12:3...	2232:12:38	
Leisner, David	Delegated	LoggedOut (2232:12:3...	2232:12:38	

	KPI	Current_Status
--	-----	----------------

[+] **Current_Status**

```
Current_Status 0 2 2 2 Stat Server 2 2 2 2 2 2 2 2 2 2
0 ExtendedCurrentStatus 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
0 0 0
```

[ExtendedCurrentStatus]
Category=CurrentState
MainMask=*\n
Objects=Agent\n
Subject=DNAAction

[+]

?

Formula - Get agent state by media type

```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value, 'email');
```

?

Name	Login Time	Functional Status	Time in Status	ANI	DNIS	Customer Segment
Agarwal, Anil	16:01:42	Inbound	00:12:10	5115	5115	5115
Agarwal, Anil	00:45:35	Inbound	00:42:19	5125	5125	5125
McQuibb, Trevor	00:00:00	Logged Out	248:10:41			
Hammond, Steve	00:00:00	Logged Out	248:10:41			
Agarwal, Anil	00:00:00	Logged Out	248:10:41			

?

[+]

CustomerSegment

Formula: Get Customer Segment

```
Result = G.GetCustomerSegment(Data.Current_Status.Value);
```

[+] ANI

ANIS

Formula: Get ANI

```
[Result = G.GetANI(Data.Current_Status.Value);
```

[+] DNIS

DNIS

Formula: Get DNIS

```
Result = G.GetDNIS(Data.Current_Status.Value);
```

?

?

-
-
-


$$\text{GetAgentNonVoiceStatus}(\text{state}, \text{media}) \rightarrow \{\text{string}\}$$


?

Type = string


















?

```
state null state
```


?

[illegible]

?

CustomerSegment                                              

GetDNIS(state, switchID) $\rightarrow$ {string}


 DNSIS 

?

??	??	???	??
state	AgentCurrentState		? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ?
switchID	string	<optional>	? ? ? ? ? ? ? ? ? ? ? ? ? ?

?

DNIS null state null

Type = string

GetEmployeeId(state) → {string}

?

[illegible]

?

ID

Type = string

?

?

Type = string

?

?

Type = string

???

??	??	??
state	AgentCurrentState	?? ?? ??

???

?? null ?? state ?

Type = string

GetPosition(state) → {string}

?? ACD ??

???

??	??	??
state	AgentCurrentState	?? ?? ??

???

?? ACD ?? null ?? state

Type = string

GetReasonCodes(state) → {string}

LoggedIn?AfterCallWork?NotReadyForNextCall?WaitForNextCall?

???

??	??	??
state	AgentCurrentState	?? ?? ??

[illegible]

Type = string

GetServiceSubType(state)

?? "ServiceSubType" ? ? ? ? ?

?

state	AgentCurrentState	

?

```
ServiceSubType ???? ???? ???? ???? ???? null ??? state ?  
null ???? ???? ???? ???? ?
```

GetServiceType(state)

?? "ServiceType" ? ? ? ? ?

?

state	AgentCurrentState	

?

```
ServiceType ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? null ? ? ? state ? null  
? ? ? ? ? ? ? ? ? ?
```

GetStatusDuration(state) → {Number}

???

???

??	??
state	??DN ??

???

?? state ?? null ?? state ? null??

Type = Number

GetSwitches(state, sep)

???

???

??	??	??
state	AgentCurrentState	??
sep	string	??;"?"

???

?? null ?? state ? null ??

GetUserDataValue(state, key)

???

???

??	??	??
state	AgentCurrentState	??

		???
key	string	?????

???

??null???

state null ??

key null??