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## Pulse Help

Pulse 8.5.103

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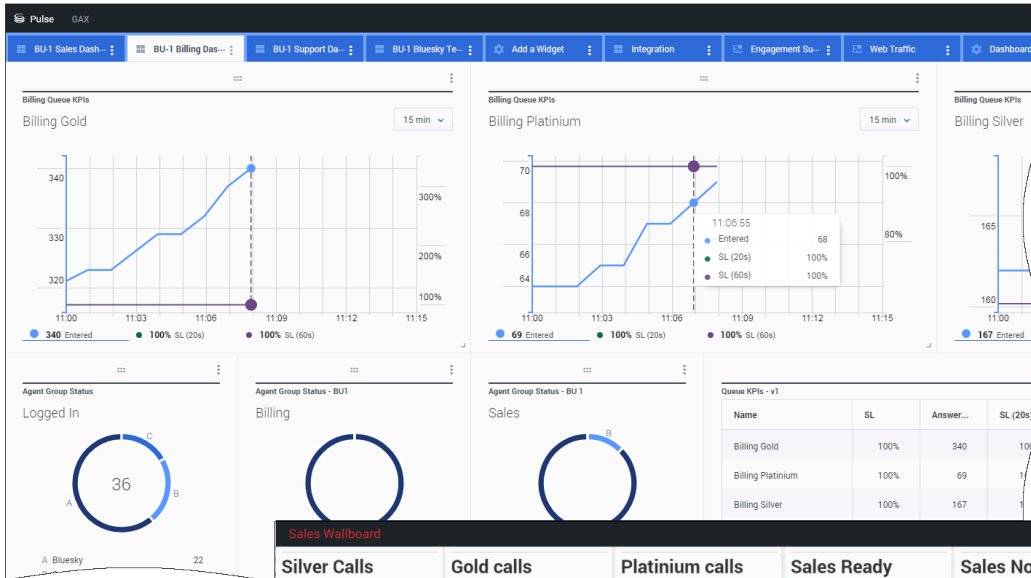
# Genesys Pulse

Genesys Pulse Genesys Administrator Extension(GAX) GAX

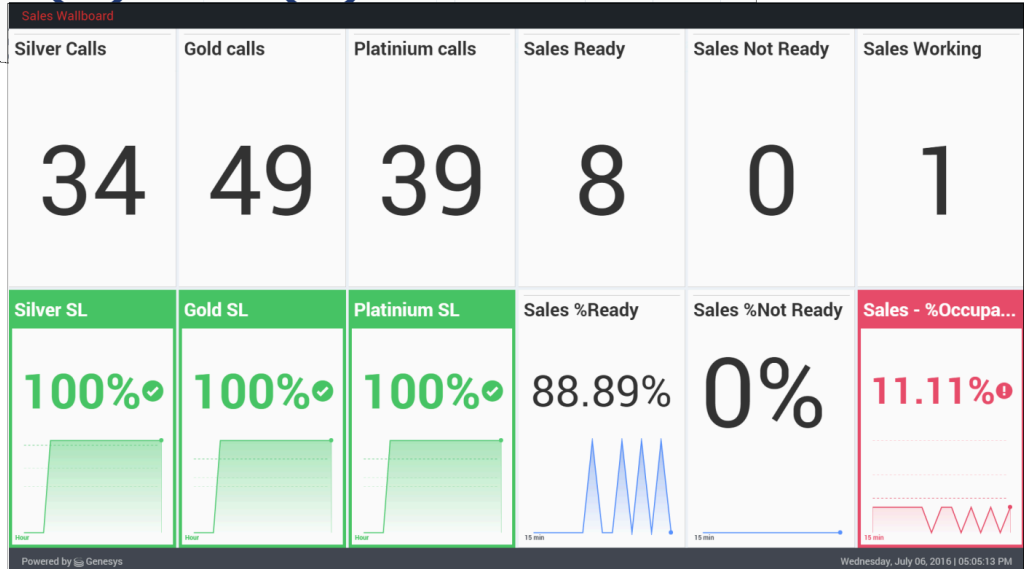


Internet Explorer,

dashboard



wallboard



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- Genesys Pulse ..... .
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## Pulse

Pulse

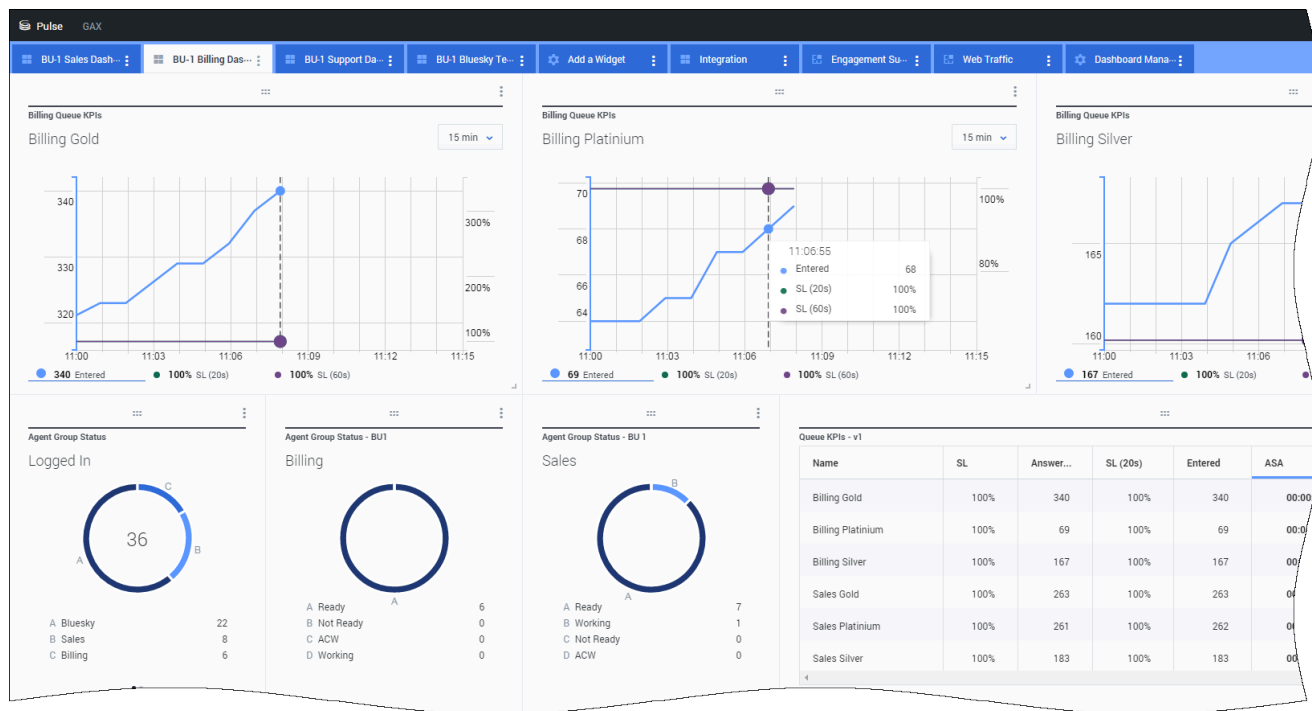
-



Genesys Pulse

Genesys Pulse

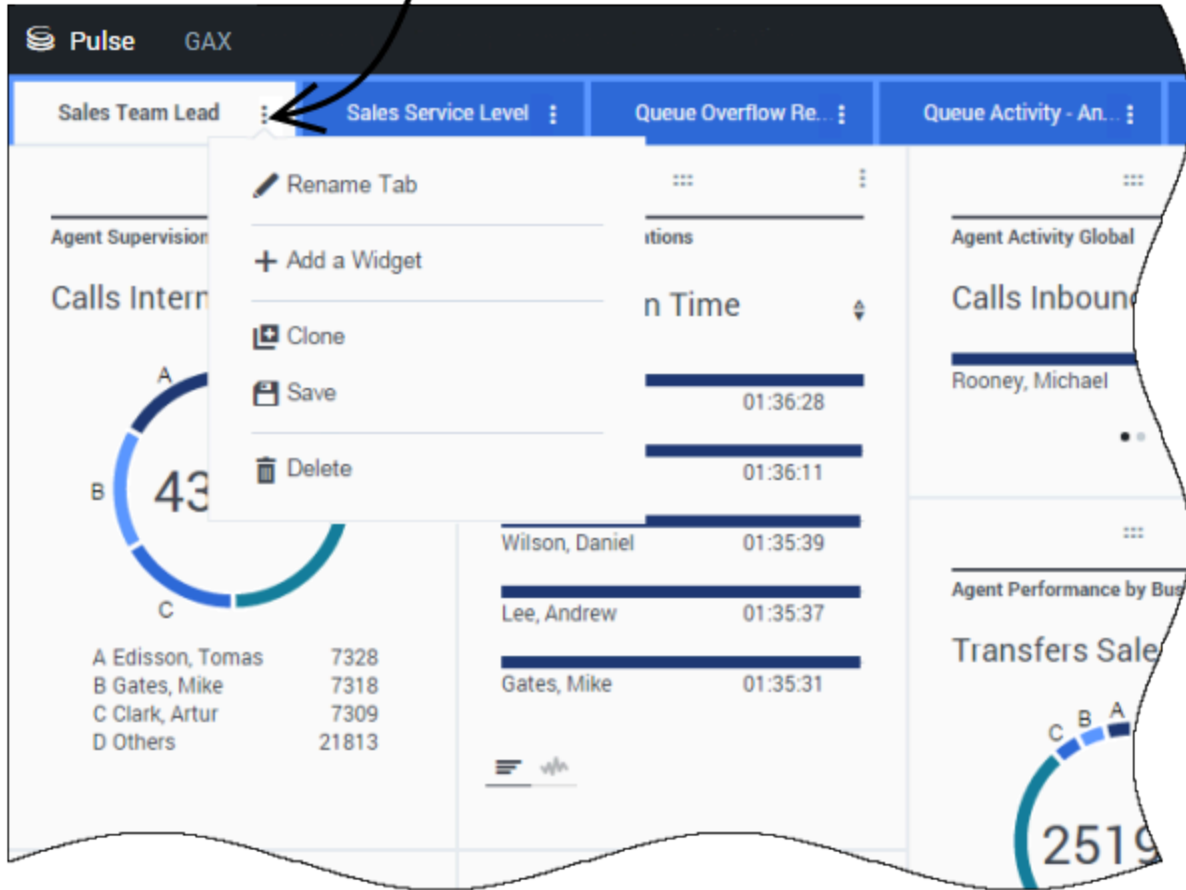
Genesys Pulse



GAX(Genesys Administrator Extension)



more icon



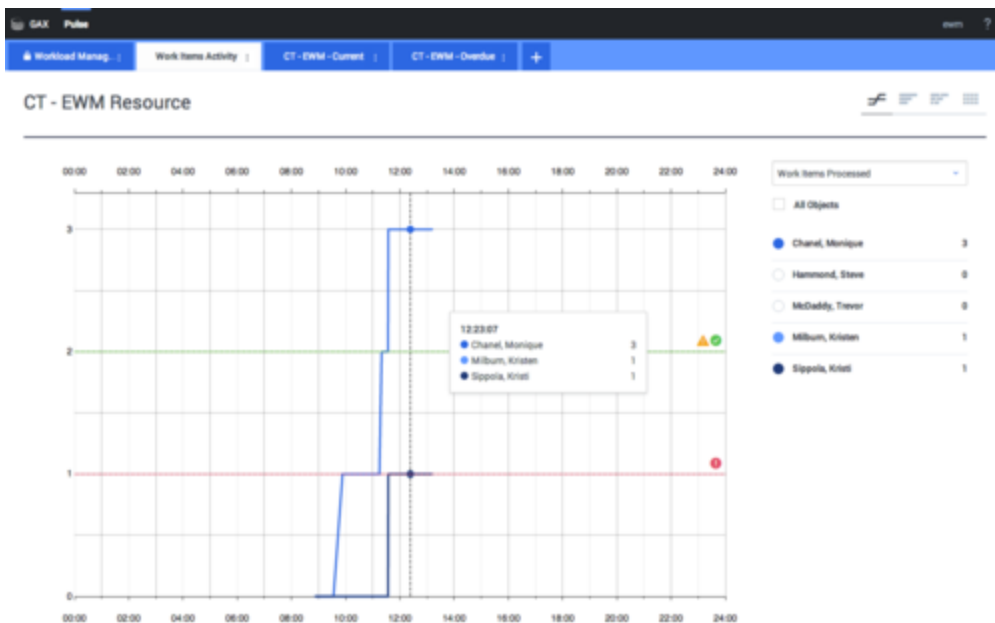
Genesys Pulse

- [Decorative diamond icons]
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Name	Work Items Processed	Work Items Accepted	Work Items Rejected	Work Items Terminated	Calls Processed	Calls Transferred	Transfers	Avg Processing Time	Processing Time
Sippola, Kristi	1 ▲	1	1	0	0	0	0	00:11:42	00:11:42
Chanel, 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
McEachly, Trevor	0 ●	0	0 ●	0	0	0	0	00:00:00 ●	00:00:00



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- - **IFRAME**

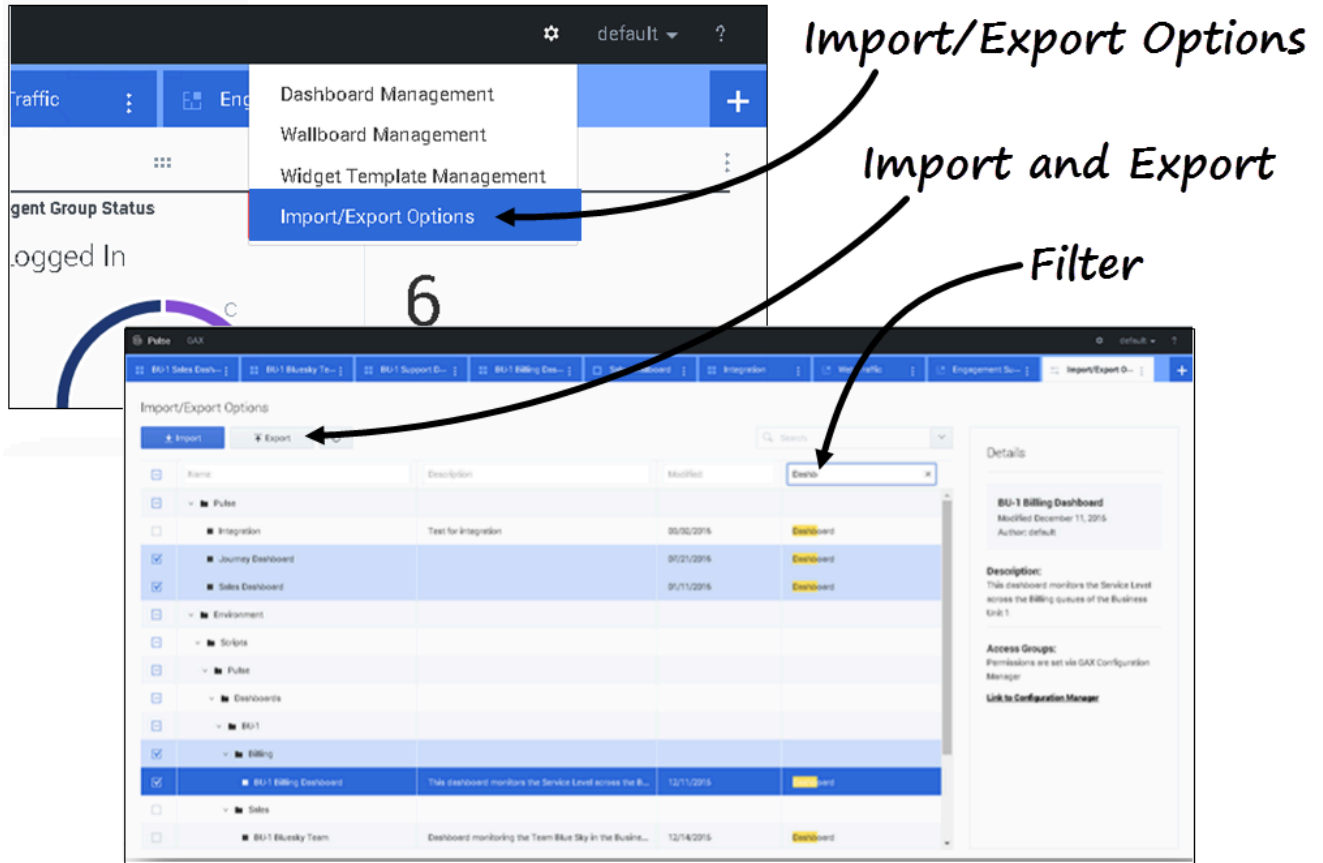












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3. [Decorative diamond icons] (json [Decorative diamond icons]).



1. [Decorative diamond icons] / [Decorative diamond icons].
2. [Decorative diamond icons].
3. [Decorative diamond icons], [Decorative diamond icons], [Decorative diamond icons].





**Bluesky Agent Group Status**

Logged In	23
Ready	14
Not Ready	9
ACW	3
Consult	0
Dialing	0
On Hold	0
Inbound	6
Outbound	0
Internal	0
Waiting	14
Ringin	0
Places Monitored	34
Places Not Monitored	0

**Bluesky Agent Login**

Name	Current Status	Login Time
Calfee, Marsha	(00:00:01)	00:09:47
Haber, Stephanie	(00:00:59)	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	(00:00:00)	00:09:47
Rigel, Barb	(00:00:04)	00:09:47
Smart, Jim	(11:49:35)	00:00:00
Clarkson, Tom	(11:49:35)	00:00:00
Spaiding, Erin	(11:49:35)	00:00:00
Smith, Angela	(11:49:35)	00:00:00
Williams, Dave	(11:49:35)	00:00:00
Spencer, Carole	(11:49:35)	00:00:00
Stevens, Seth	(11:49:35)	00:00:00
Tamozarian, Bar...	(11:49:35)	00:00:00

**Bluesky Agent Summary**

% Call Transfers Made: 0%

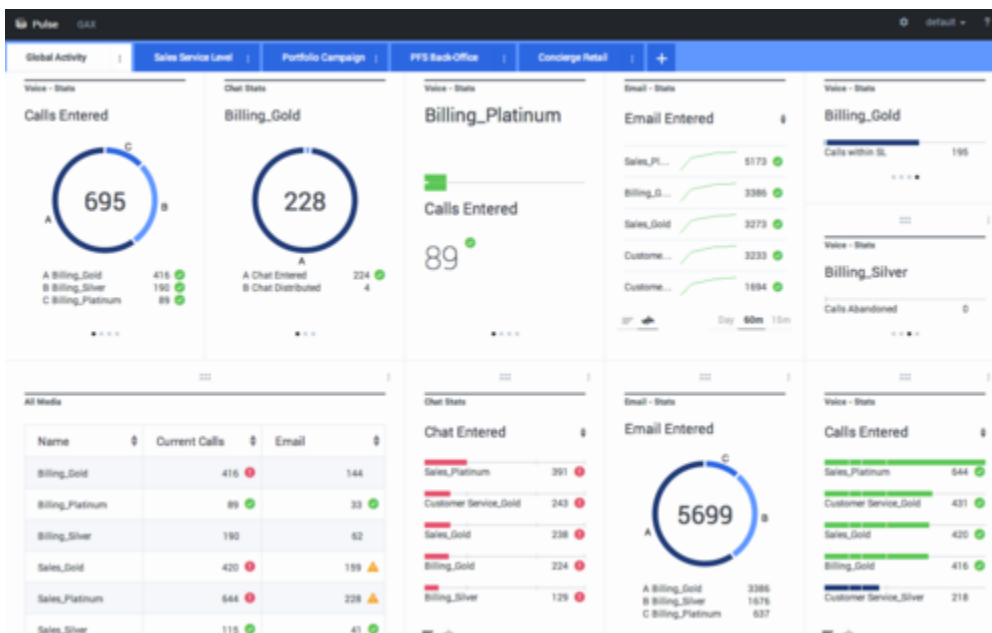
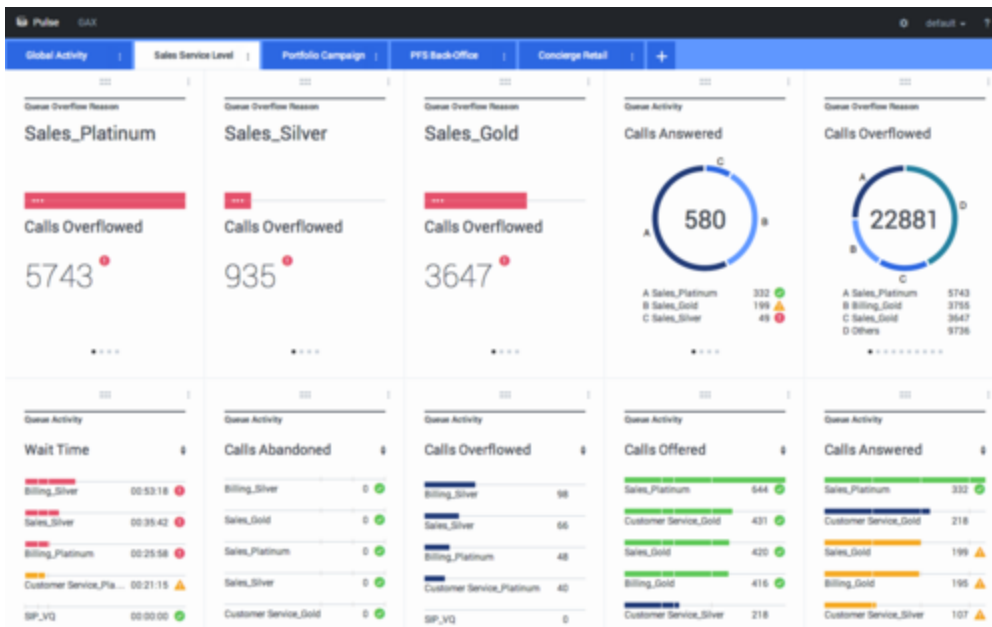
**Bluesky Agent Group Current Status**

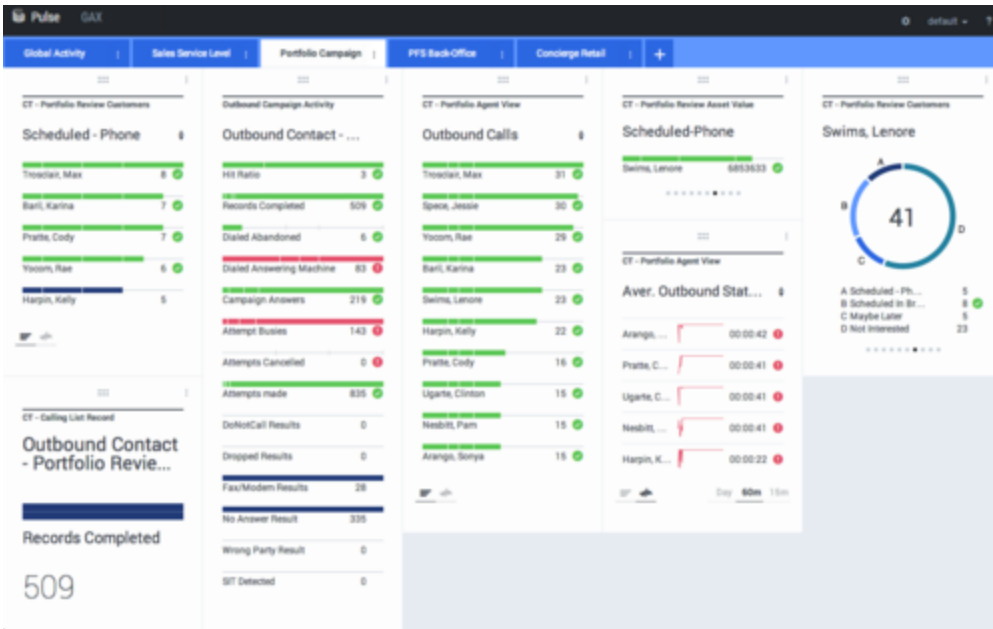
50

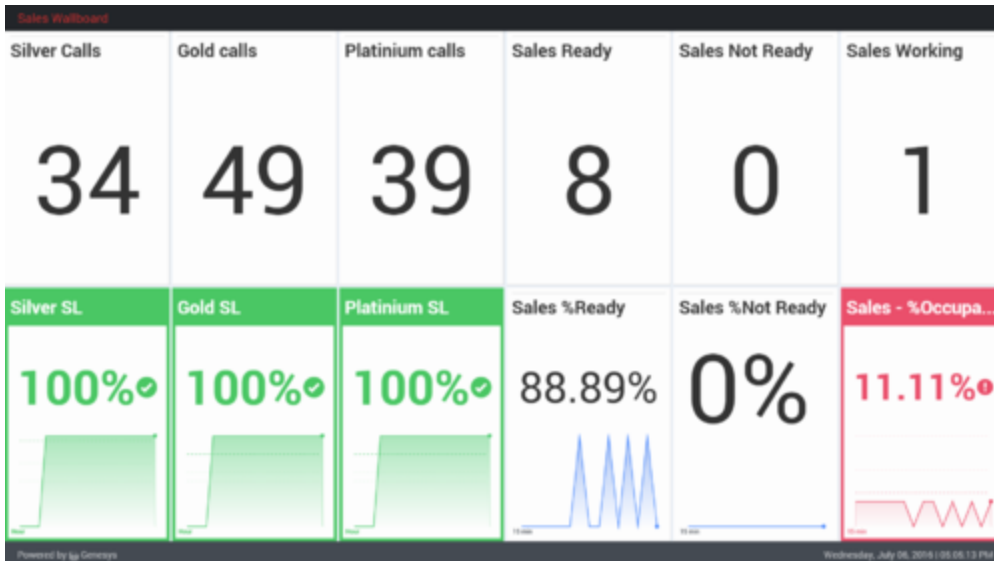
- A Agents Logged In: 23
- B Agents Not Ready: 9
- C Agents ACW: 3
- D Agents Waiting: 15

**Bluesky Agent or Agent Group eService Current...**

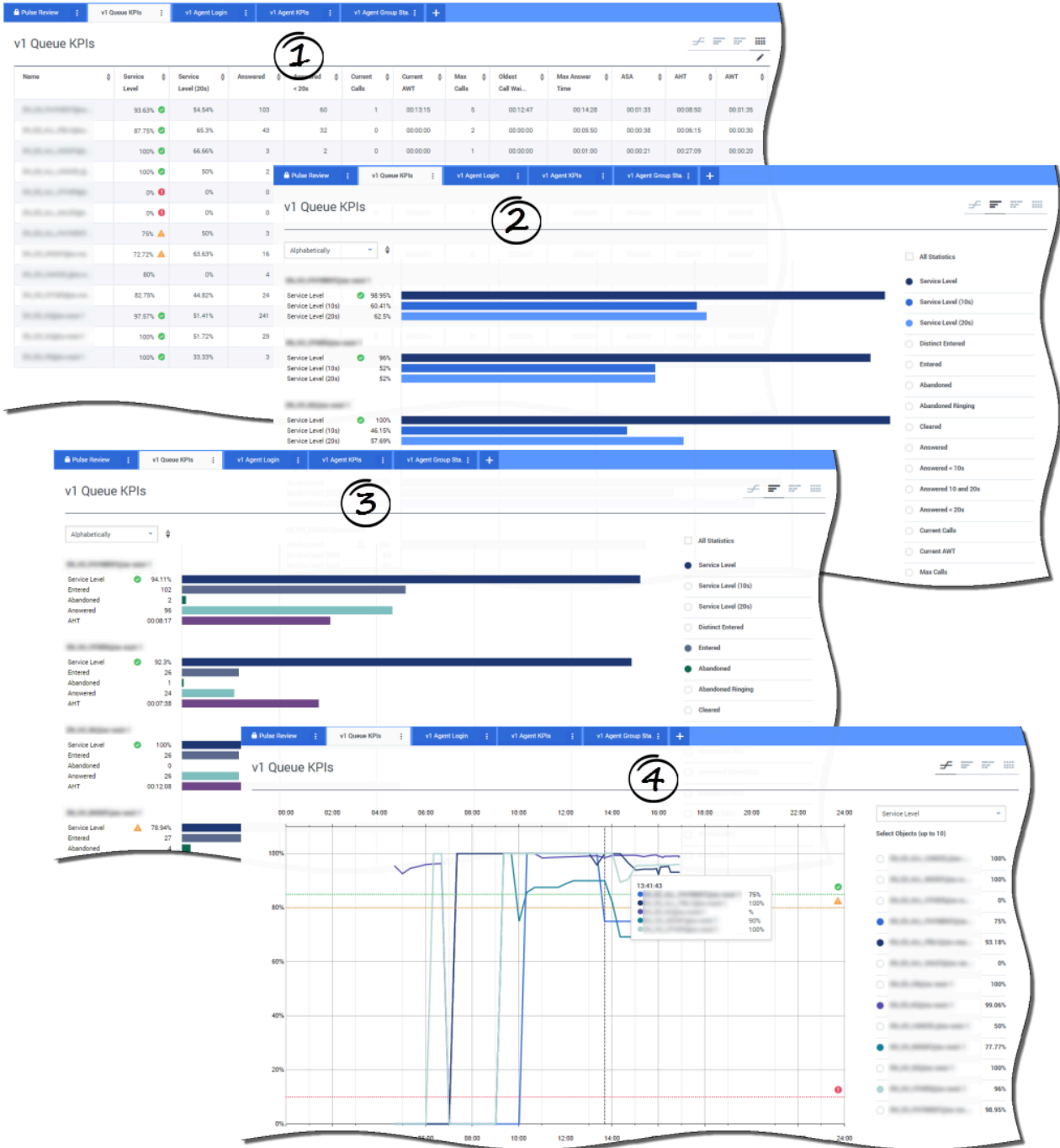
Social Media Offered: 0





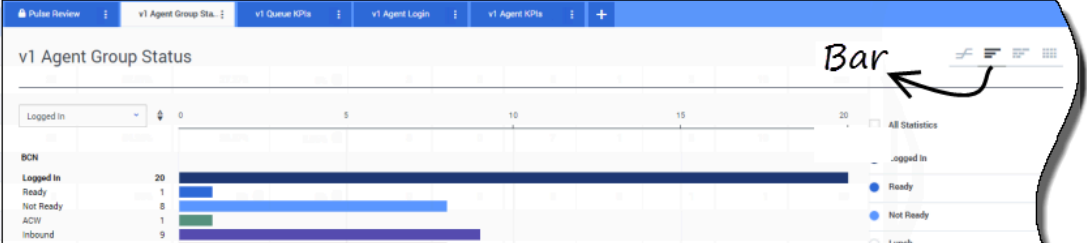
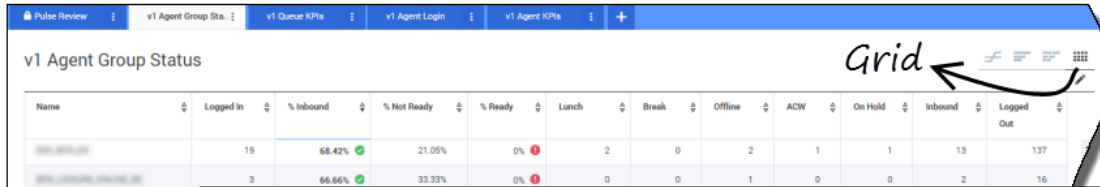






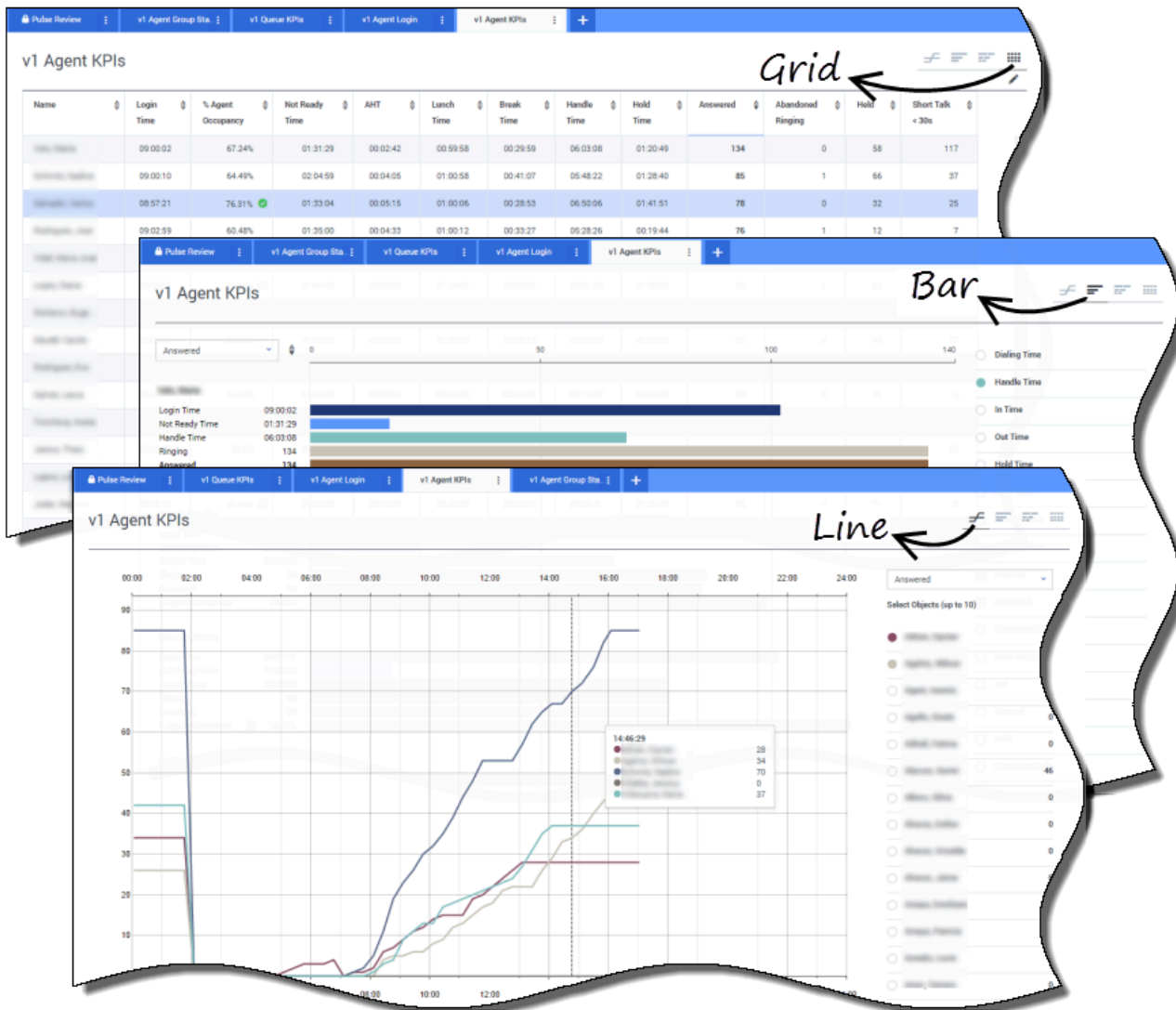






- KPI
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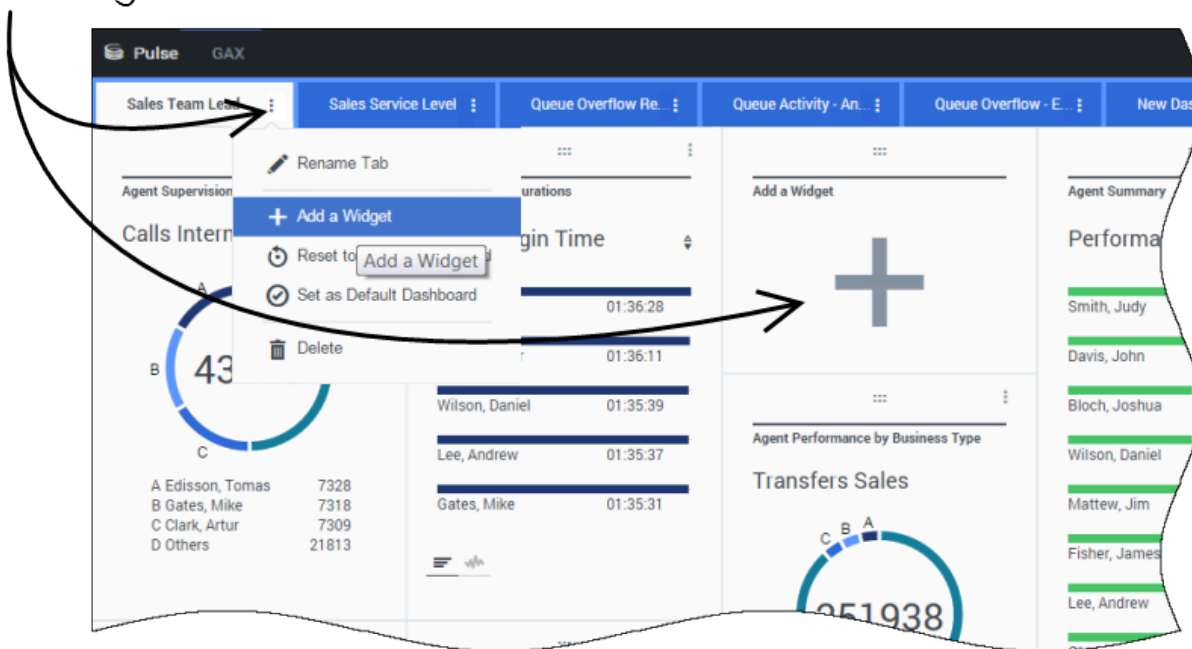
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- **IFRAME** ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊ ◊



Genesys Pulse . Genesys Pulse  
 Genesys .  
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add a widget



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Genesys Pulse .



Pulse GAX

Blank Dashboard | Add Widget | Dashboard | Copy of Dashboard

### Add Widget (Blank Dashboard)

Select Widget [Refresh] [Search]

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	

*select widget*

Details

**Agent Group Status**

Select Widget

**Description:**  
Agents are provided logins or devices and are assigned to media that match their...

---

Add Widget (Blank Dashboard) > Agent Group Status Template

Objects/Statistics | **Display Options**

Objects

Agent Group

*review all tabs*

Name
Environment
Agent Groups
QA
GSYS_Client_Logging

Statistics

Widget Summary

Objects (23)

- GSYS\_Account
- GSYS\_Account
- GSYS\_Chipping\_Life
- GSYS\_Client\_Login
- GSYS\_Client\_Login
- GSYS\_Facility\_Suite

+ 13 More Clear All

Statistics (18)

- Internal
- Ringing
- Logged Out
- % Ready
- % Not Ready
- % Inbound

Show first 10 Clear All

Cancel Save





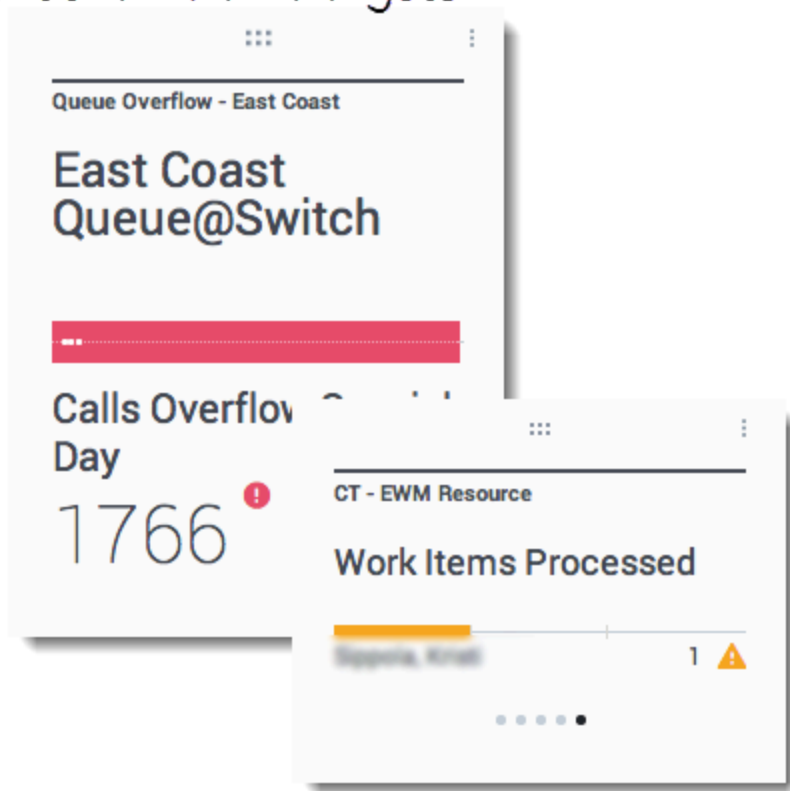




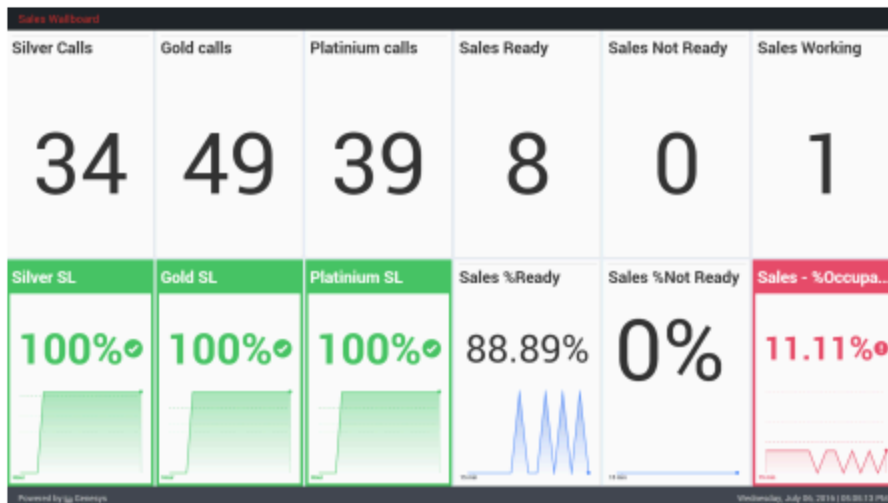


# KPI ◆◆

## dashboard KPI widgets



## wallboard KPI widgets



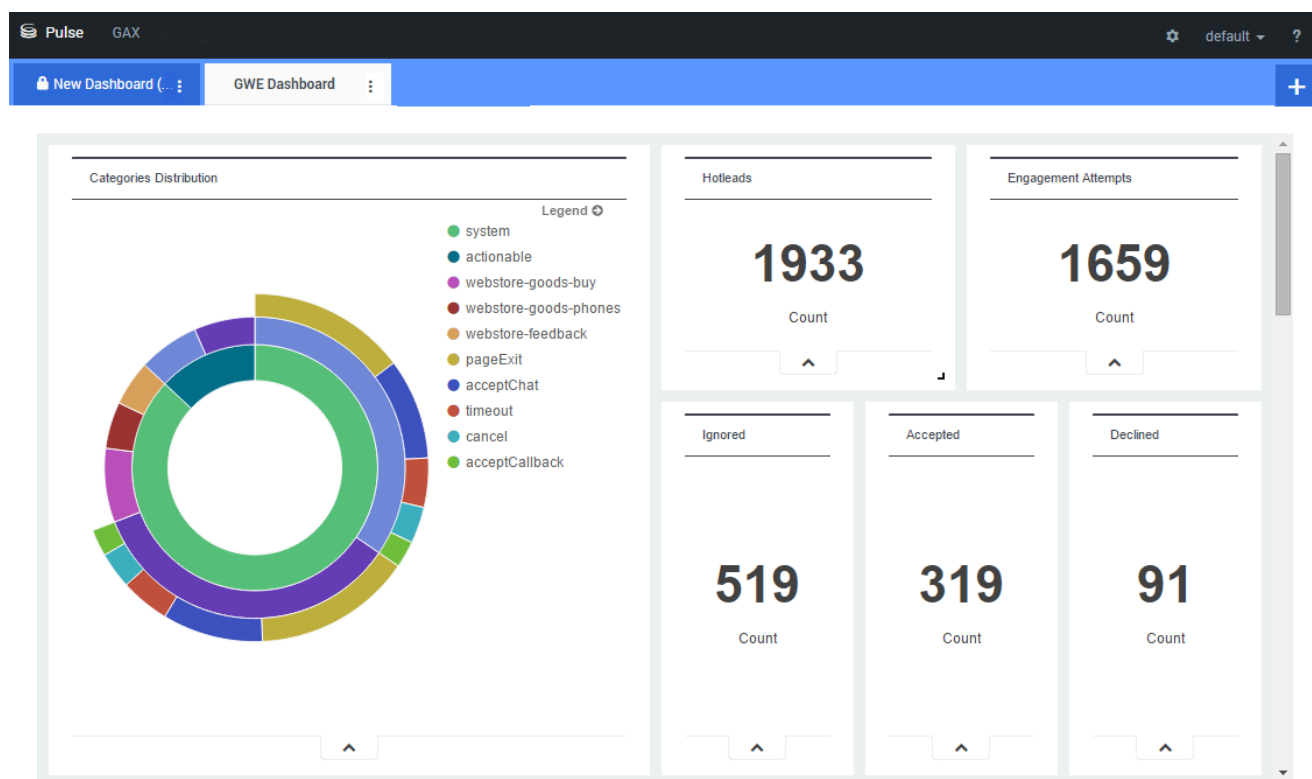




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IFRAME ◆◆◆◆◆◆◆◆ URL◆◆◆◆◆◆◆◆ Genesys Pulse ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆. ◆◆◆◆◆◆◆◆ Genesys Pulse ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆. Genesys Pulse◆◆◆◆◆ iFrame ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆. ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆.

IFRAME ◆◆◆◆◆ ◆◆◆◆ ◆◆◆◆◆ ◆◆◆◆◆ ◆◆◆◆◆ ◆◆◆◆◆



◆◆◆◆◆ ◆◆◆◆◆ IFRAME ◆◆◆◆◆◆◆◆◆◆.

IFRAME ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ URL◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆. ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ URL ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆. ◆◆◆.

**[+] IFRAME ◆◆◆◆◆**

IFRAME ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

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Stat Server GroupBy GroupByColumns

Stat Server Pulse templates.xls

Stat Server Pulse, 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\***    Add

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		✎	✖

Current\_Status    String

Formula

Notification Mode \*    Statistic Type \*

Changes-Based    ExtendedCurrentStatus

Time Profile    Insensitivity

Time Range    Filter

Hide Statistic     Show Agent State Icon

Filter Out LoggedOut Agents

Additional Data

Hardware Reason Codes     Software Reason Codes

User Data

**Group by Columns**

Stat Server GroupBy GroupByColumns

Stat Server GroupBy

Stat Server



Pulse GAX default ?

Blank Dashboard | Widget Template M... | Dashboard | Copy of Dashboard... | +

Widget Template Management > Campaign Activity Template

**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

Cancel Save

**Preview**

Campaign Activity

**Hit Ratio**

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



- [diamond icons]
- [diamond icons]
- [diamond icons]

[diamond icons]: [diamond icons] KPI [diamond icons]





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◆◆◆◆◆: ◆◆, ◆◆, ◆◆, ◆◆, ◆◆◆◆



Home > Applications > Applications > **Stat\_Server Properties**

General	<h3>Application Options</h3> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Key</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>▼ Filters</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze_Call</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze_Chat</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze_Email</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze_fax</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze_sms</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Bronze_webcallback</td> </tr> </tbody> </table>	<input type="checkbox"/>	Key	<input type="checkbox"/>	▼ Filters	<input type="checkbox"/>	Bronze	<input type="checkbox"/>	Bronze_Call	<input type="checkbox"/>	Bronze_Chat	<input type="checkbox"/>	Bronze_Email	<input type="checkbox"/>	Bronze_fax	<input type="checkbox"/>	Bronze_sms	<input type="checkbox"/>	Bronze_webcallback
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<input type="checkbox"/>		▼ Filters																	
<input type="checkbox"/>		Bronze																	
<input type="checkbox"/>		Bronze_Call																	
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Connections																			
Ports																			
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Options																			
Permissions																			
Dependencies																			
<b>Application Options</b>																			

Stat Server " " .

GAX Genesys Pulse Stat Server .

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GAX, .

Language Spanish PairExists UserData Language/Spanish .

Stat Server [ ] SpanishLanguage, "Language" "Spanish" .







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

# GroupBy

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
Qwerty, Mary	5	N/A	N/A
Qwerty, Mary	1	Silver	N/A



- `GroupBy` `8.5.103` `StatServer`.
- `Pulse` `GroupBy`.
- `GroupBy` `TotalNumber`.

`GroupByColumns` `Pulse`, `GroupBy`.

`GroupBy`.

`GroupBy` `StatType`.

- **GroupBy**—:
- **GroupByColumns**—:

◆:

`StatServer` `StatType` `GroupBy` `GroupByColumns`.

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

`GroupByColumns` `GroupBy` `GroupByColumns` `GroupBy`.

```

GroupByColumns
GroupBy

```

`GroupByColumns` `GroupBy`.

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- ◆◆◆◆◆—◆◆◆◆◆ Stat Server◆◆◆◆◆. Stat Server◆◆◆◆◆ Genesys Pulse◆◆◆◆◆.
- ◆◆◆◆◆—◆◆◆◆◆ Stat Server◆◆◆◆◆ Genesys Pulse◆◆◆◆◆.
- ◆◆◆◆◆—◆◆◆◆◆ Stat Server◆◆◆◆◆. ◆◆◆◆◆.
- ◆◆◆◆◆—◆◆◆◆◆ Stat Server◆◆◆◆◆ Genesys Pulse◆◆◆◆◆ Pulse◆◆◆◆◆ CurrentState◆◆◆◆◆.

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◆◆◆◆◆ Stat Server◆◆◆◆◆ Genesys Pulse◆◆◆◆◆(◆◆◆◆◆). ◆◆◆◆◆.

Home > Applications > Applications > Stat\_Server Properties

<b>General</b>	<h3>Application Options</h3> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Key</th> <th>▲▼</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>▼ AbandCallsPercentage</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ AbandonedFromRinging</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ AbandTime</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ ACW_Time_Inbound</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ ACW_Time_Other</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ ACW_Time_Outbound</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ AgentLogInTime</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ AgentReadyTime</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>▼ Agents_CurrentNumber</td> <td></td> </tr> </tbody> </table>	<input type="checkbox"/>	Key	▲▼	<input type="checkbox"/>	▼ AbandCallsPercentage		<input type="checkbox"/>	▼ AbandonedFromRinging		<input type="checkbox"/>	▼ AbandTime		<input type="checkbox"/>	▼ ACW_Time_Inbound		<input type="checkbox"/>	▼ ACW_Time_Other		<input type="checkbox"/>	▼ ACW_Time_Outbound		<input type="checkbox"/>	▼ AgentLogInTime		<input type="checkbox"/>	▼ AgentReadyTime		<input type="checkbox"/>	▼ Agents_CurrentNumber	
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<b>Ports</b>																															
<b>Tenants</b>																															
<b>Application Options</b>																															

◆◆◆◆◆ Stat Server ◆◆◆◆◆

◆◆◆◆◆ GAX(Genesys Administrator Extension)◆◆◆◆◆  
 ◆◆◆◆◆. Genesys Pulse◆◆◆◆◆ Stat Server ◆◆◆◆◆

◆◆◆◆◆



GAX, Genesys Pulse, Stat Server, TimeProfiles.

Genesys Configuration, Stat Server, TimeProfiles.

Stat Server



GAX Dashboard Agents **Configuration** Routing Parameters Administ

Home > Applications > Applications > Stat\_Server Properties

General

Connections

Ports

Tenants

Options

Permissions

Dependencies

Application Options

### Application Options

<input type="checkbox"/>	Key
<input checked="" type="checkbox"/>	OneDay,Growing
<input checked="" type="checkbox"/>	OneHour
<input checked="" type="checkbox"/>	OneHour,Growing
<input checked="" type="checkbox"/>	OneHourSlide,Sliding
<input checked="" type="checkbox"/>	OneMinute
<input checked="" type="checkbox"/>	OneMinute,Growing
<input checked="" type="checkbox"/>	SinceLogin
<input checked="" type="checkbox"/>	SinceLogin,SinceLogin

Genesys Configuration, Stat Server, TimeProfiles, Stat Server

GAX, Genesys Pulse



Stat Server

GAX

- 
- 
- (S)
- 

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







- 
- TotalNumberInTimeRange
  - TotalNumberInTimeRangePercentage
  - CurrentNumberInTimeRange
  - CurrentNumberInTimeRangePercentage
  - ServiceFactor1
  - TotalTimeInTimeRange



30 0-30 Range0-30

Pulse "Range0-30" 25, 40, 10 Stat Server



0-30:

- 0-30
- 0-30
- 0-30 0-30





Decorative separator line consisting of a row of diamond symbols.

Decorative separator line consisting of a row of diamond symbols.



**Statistics \***

**Add**

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

**Display Name \***

**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 \***

**Display Format \***

**Formula**

Hide Statistic

Show Agent State Icon

**Save**

Decorative separator line consisting of a row of diamond symbols.

Decorative separator line consisting of a row of diamond symbols.

Decorative separator line consisting of a row of diamond symbols.

**💡: Calculate a Percentage**







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

[+] ◆◆◆ ANI ◆◆

◆◆◆◆◆◆◆◆ ANI◆◆◆◆◆◆◆◆.

◆◆: **Get ANI**

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

[+] ◆◆◆ DNIS ◆◆

◆◆◆◆◆◆◆◆ DNIS◆◆◆◆◆◆◆◆.

◆◆: **Get DNIS**

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



◆◆◆◆◆◆◆◆:

- ◆◆◆◆◆
- ◆◆◆◆
- ◆◆◆◆◆◆◆◆





◆◆ = ◆◆◆

### GetANI(state, switchID) → {string}

◆◆ ◆◆◆ ◆◆◆◆ ◆◆◆◆ ◆◆◆◆ ◆◆◆◆ ◆◆ ANI ◆◆◆ ◆◆◆◆◆.

◆◆◆◆:

◆◆	◆◆	◆◆	◆◆
◆◆	AgentCurrentState		◆◆◆◆◆◆◆◆(◆◆◆◆◆◆◆◆).
switchID	◆◆◆	<◆◆◆◆>	◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

ANI ◆ - ◆◆◆◆, ◆◆◆◆◆◆ - ◆◆◆◆◆◆◆◆, null - ◆◆◆◆ null◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆ = ◆◆◆

### GetBusinessResult(state)

"◆◆◆◆" ◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆	◆◆	◆◆
◆◆	AgentCurrentState	◆◆◆◆◆◆◆◆(◆◆◆◆◆◆◆◆◆◆).

◆◆◆◆:

◆◆◆◆◆◆◆◆ - ◆◆◆◆◆◆◆◆◆◆, ◆◆◆◆◆◆◆◆ - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, null - ◆◆◆◆ null◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

### GetCustomerSegment(state)

"CustomerSegment" ◆◆◆◆◆◆◆◆◆◆◆◆◆◆.



◆◆◆◆:

◆◆◆◆ ◆◆ *ID* - ◆◆◆ ◆◆◆◆◆, ◆◆◆◆ - ◆◆◆◆ ◆◆◆◆◆◆(◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆  
◆◆◆), *null* - ◆◆◆◆ null◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆ = ◆◆◆

### GetExtension(state) → {string}

◆◆◆ ◆◆◆◆ ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆	◆◆	◆◆
◆◆	AgentCurrentState	◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆◆◆◆◆◆◆ - ◆◆◆  
◆◆◆), *null* - ◆◆◆◆◆ null◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆ = ◆◆◆

### GetLoginId(state) → {string}

◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ *ID*◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆	◆◆	◆◆
◆◆	AgentCurrentState	◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆◆◆◆◆◆◆ ◆◆◆ *ID* - ◆◆  
◆◆◆◆◆◆◆◆), *null* - ◆◆◆◆◆ null◆◆◆.

◆◆ = ◆◆◆



◆◆◆◆:

◆◆	◆◆	◆◆
◆◆	AgentCurrentState	◆◆◆◆◆◆◆◆◆◆(◆◆◆◆◆◆◆◆◆◆).

◆◆ ◆◆:

◆◆ ◆◆(';◆◆◆◆) - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, null - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆ = ◆◆◆

### GetServiceSubType(state)

"ServiceSubType" ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆	◆◆	◆◆
◆◆	AgentCurrentState	◆◆◆◆◆◆◆◆◆◆(◆◆◆◆◆◆◆◆◆◆).

◆◆ ◆◆:

ServiceSubType ◆ - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, null - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

### GetServiceType(state)

"ServiceType" ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.

◆◆◆◆:

◆◆	◆◆	◆◆
◆◆	AgentCurrentState	◆◆◆◆◆◆◆◆◆◆(◆◆◆◆◆◆◆◆◆◆).

◆◆ ◆◆:

ServiceType ◆ - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆, null - ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆.



