



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 Pulse Deployment Guide

Genesys Pulse Deployment Guide

12/17/2025

Genesys Pulse Deployment Guide

Genesys Pulse is a Genesys application that enables at-a-glance views of real-time contact center statistics within the graphical user interface. On the Genesys Pulse dashboard, widgets display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts of statistics for objects. You can view and select additional details and options by expanding a widget. Once maximized, you can choose a Stacked Bar, Grouped Bar, Grid or Line Chart view. You can also sort the data, select which objects to include, and edit the widget. See the [Genesys Pulse Help](#) for an overview of how to use Genesys Pulse.