

# **GENESYS**<sup>®</sup>

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## Genesys Engage cloud Reporting Guide

Dashboard and wallboard examples

5/11/2025

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# Dashboard and wallboard examples

#### Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

You can use the following examples to help you decide which real-time reports to display on your dashboard or wallboard.

## Dashboard examples

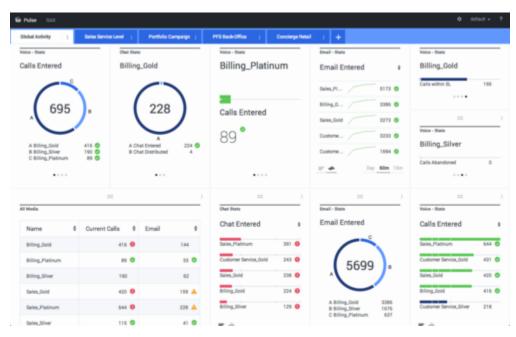
#### Sales team lead dashboard

Ginte 6XX 0 orbit+ ?							
Global Activity	Sales Servic	e Level : Bluešky Tea	n j Partiolo Car	npaign   PTS BackOffice	Concierge Retail   +		
					H 1		
Agent Group Status		Agent Login			Agent Dammary	Agent Group Current Status	
Bluesky		Name 0	Current Status 0	Login Time 0	Bluesky	Bluesky	
Logged In	23 6	Calfee, Marsha	Ø (08.80.01)	00.09.47			
Ready	14	Halter, Stephane	Of (00:00:55)	00:09:47		^ <sub>50</sub>	
Not Ready	9	Tambiyn, Eric	(00.00.00)	00.09.47	% Call Transfers Made		
ACH	3	Teresa, Teresa	(00.00.00)	00.09.47	0%		
Consult	0	Brow, Scott	C (00:00:01)	00:09:47	0.0	A Agents Logged in 23 B Agents Not Ready 8 C Agents ACW 4 D Agents Waiting 15	
Dialing	0	Carlson, Brad	(00.00.03)	00:09:47			
On Hold	0	Rigel, Barb	(10.00.04)	00:09:47			
inbound	6	Smart, Jim	<b>意</b> (01:49:35)	00-00-00	- 1	-	
Outbound	0	Clarkson, Tom	<b>虎</b> (01:49:35)	00.00.00	Agent or Agent Group elservice Dament	Add a Widget	
Internal	0	Spaiding, Erin	<b>集</b> (01:49:35)	00:00:00	Bluesky		
Waiting	14	Smith, Angela	<b>集</b> (01:49:35)	00:00:00		- T	
Ringing	0	Williams, Dave	島 (01:49:35)	00.00.00	Social Media Offered		
Places Monitored	34	Spencer, Carole	嘉 (01:49:35)	00:00:00	Social Media Offered		
Places Not Monitored	0	Stevens, Seth	島 (01:49:35)	00:00:00	0		
		Tamzarian, Bar	<b>虎</b> (21:49:35)	00:00:00			

Calas convice	loval	dachbaard	for	
Sales service	levei	dashboard	IOL	a supervisor

Pulse GAX				
Globel Activity   Sales Servic	se Level ( Postfolio Campaign (	PTS Back Office : Concierge Retail	(1) +	
===	== 1	==	==	
Queue Overflow Reason	Gueue Overflow Reason	Queue Overflew Reason	Gueue Activity	Queue Overflow Reason
Sales_Platinum	Sales_Silver	Sales_Gold	Calls Answered	Calls Overflowed
***				
Calls Overflowed	Calls Overflowed	Calls Overflowed	, 580 )·	(22881)°
5743 <sup>•</sup>	935	3647 •	$\smile$	
			A Sales, Platinum 332 😨 B Sales, Gold 199 🛆 C Sales, Silver 49 🕖	A Sales, Platinum 5743 B Billing, Gold 3755 C Sales, Gold 3647 D Others 9736
•···	•···	•···	•···	• • • • • • •
				-
barue Activity	Queue Activity	Queue Activity	Queue Activity	Queue Activity
Wait Time 9	Calls Abandoned 9	Calls Overflowed 0	Calls Offered 0	Calls Answered
Billing_Silver 00:52:18 🔮	Biling,Siver 0 O	Biling_Siver 98	Sales,Platinum 644 🧿	Sales,Platinum 332
Sales_Silver 00.35.42 0	Sales_Gold 0 O	Sales_Silver 66	Customer Service, Gold 431	Customer Service, Gold 218
Billing,Platinum 00:25:58 🔒	Sales,Platinum 0 O	Billing,Platinum 48	Sales_Dold 420 Ø	Sales_Gold 199
Customer Service, Pla 00:21:15 🛕	Sales_Siver 0 O	Customer Service, Platinum 40	Billing,Gold 416 O	Billing,Gold 195
9P_VQ 00:00:00 🔕	Customer Service_Gold 0 🥥	SP.VQ 0	Customer Service, Silver 218	Customer Service_Silver 107

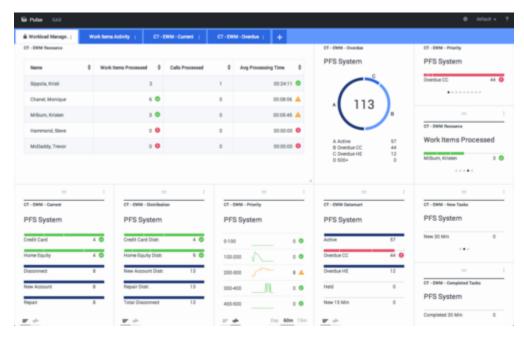
#### Multi-channel dashboard for a supervisor



Outbound campaign dashboard for a supervisor

Ichel Activity   Sales Service	Land : Portfolio Campaign :	PFS BackOffee 1	Concierge Retail		
			1		
- Partfolio Review Customers	Dutbound Campaign Activity	CT - Portfolio Agent View		CT - Portfolio Review Asset Value	CT - Portfolio Review Customers
cheduled - Phone a	Outbound Contact	Outbound Calls		Scheduled-Phone	Swims, Lenore
osciaii, Max 8 🧿	Ht Ratio 3 🧿	Trosciait, Max	31 🧿	Swima, Lanore 6853633 🥥	$\sim$
ati,Karina 7 🔘	Records Completed 509 O	Spece, Jessie	30 😋		° 41
atte, Cody 7 🥥	Dialed Abandoned 6 🥥	Yocom, Raie	29 6		4' J.
com, Rae 6 O	Dialed Answering Machine 83 0	Baril, Karina	23 🔘	CT - Portfolio Agent View	0
rgin, Kely S	Campaign Answers 219 O	Swima, Lenore	23 🔘	Aver. Outbound Stat 0	A Scheduled - Ph 5 B Scheduled in Br 8
-	Attempt Busies 143 0	Harpin, Kelly	22 🔕	Aranga, 00:00:42 0	C Maybe Later 5 D Not interested 23
	Attempts Cancelled 0 0	Pratte, Cody	16 🔘	Pratte, C 00:00:41 0	·····
	Attempts made 835 O	Ugarte, Clinton	15 🔘	Ugarte, C 00:00:41 0	
- Calling List Record	DoNotCall Results 0	Nesbitt, Pam	15 💿	Nesbitt, 🕴 00:00:41 😆	
Outbound Contact Portfolio Revie	Dropped Results 0	Arango, Sonya	15 😋	Harpin, K 00:00:22 😆	
	Fax/Modem Results 28	<b>F</b>		10	
and Completed	No Answer Result 335				
lecords Completed	Wrong Party Result 0				
509	SIT Detected 0				

#### Back-office dashboard for a supervisor



## Wallboard example

#### Sales wallboard

Sales Wallboard Silver Calls	Gold calls	Platinium calls	Sales Ready	Sales Not Ready	Sales Working
34	49 39		8	0	1
Silver SL	Gold SL	Platinium SL	Sales %Ready	Sales %Not Ready	Sales - %Occupa
100%0	100%0	100%0	88.89%	0%	11.11%•
Paratel ly la Concess				naa	