Genesys Pulse
Manage your service level objectives and improve employee performance

Managing contact center performance

Better managing contact center performance begins with easy access to the right statistics in real time. To understand the current status of your service level performance and have the right statistics available to better manage employee availability and behavior, you need to have a solution that offers the flexibility and speed to make informed decisions quickly.

Genesys Pulse is a web-based performance dashboard solution that offers contact center managers and supervisors real-time access to key performance indicators. With Pulse, you monitor the status of your queues and gain actionable insights into individual and team performance. You can also visualize in real time the current status of your workforce to make the right decision at the right time.

Customizable dashboards through widgets

Genesys Pulse offers several personalized dashboards based on specific functional, geographical or organizational needs. Each Genesys Pulse dashboard presents information by widgets that can be simply configured to be viewed as graphs or tables and show information about queues, outbound campaigns, agent groups or employees. By selecting specific Key Performance Indicators (KPIs), such as service level, the number of interactions handled and average handle time, you can quickly customize Pulse to match your needs and help you make better decisions faster.

Multimedia support

Customers use a growing number of communication channels to contact your organization, adding to the complexity of delivering on your service level objectives. Genesys Pulse supports customer communication channels such as voice (inbound and outbound), email, chat and social media interactions. Through Genesys Pulse you can monitor the complete customer experience and ensure your service levels across all channels.

Track progress of your outbound marketing campaigns

Managing the trade-off between your workforce and workload can be challenging without the appropriate monitoring solution. Through Genesys Pulse you can monitor the progress of your marketing campaigns across multiple sites, as well as the service level of your activities on the same dashboard that helps your manager to adjust their intraday marketing activities based on the current service level and entire workforce.

Benefits

- Intuitive user interface
- Simple customization through widgets
- Accessible from any location through thin-client technology
- Track and monitor the progress of outbound campaigns
- Support for multimedia interactions
- Real-time status of the contact center workforce across all channels
- Export widget KPIs to csv format

Multimedia support

Customers use a growing number of communication channels to contact your organization, adding to the complexity of delivering on your service level objectives. Genesys Pulse supports customer communication channels such as voice (inbound and outbound), email, chat and social media interactions. Through Genesys Pulse you can monitor the complete customer experience and ensure your service levels across all channels.

Track progress of your outbound marketing campaigns

Managing the trade-off between your workforce and workload can be challenging without the appropriate monitoring solution. Through Genesys Pulse you can monitor the progress of your marketing campaigns across multiple sites, as well as the service level of your activities on the same dashboard that helps your manager to adjust their intraday marketing activities based on the current service level and entire workforce.

Customizable dashboards through widgets

Genesys Pulse offers several personalized dashboards based on specific functional, geographical or organizational needs. Each Genesys Pulse dashboard presents information by widgets that can be simply configured to be viewed as graphs or tables and show information about queues, outbound campaigns, agent groups or employees. By selecting specific Key Performance Indicators (KPIs), such as service level, the number of interactions handled and average handle time, you can quickly customize Pulse to match your needs and help you make better decisions faster.
ABOUT GENESYS

Genesys® powers more than 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

Visit us at genesys.com or call us at +1.888.436.3797

Genesys and the Genesys logo are registered trademarks of Genesys. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2017 Genesys. All rights reserved.

Technical specification

Database
• Postgre SQL 9.0
• Oracle 11g /12c
• MS SQL 2008 /2012

Operating system
• Red Hat Enterprise Linux AS 6 (64-bit)
• Windows Server 2008/2012 (64-bit)

Browsers
• Internet Explorer 10+
• Chrome 22+
• Firefox 24+
• Safari 6+

Features
• At-a-glance view of statistics
• Intraday trends of contact center KPIs
• Multiple graph types
• Pre-defined reporting widget templates
• Custom report and statistic formula creation
• Support for tablets
• Third-party integration
• Administration tool via command-line