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Genesys Pulse Deployment Guide

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Genesys Pulse is a Genesys Administrator Extension (GAX) plug-in application that enables at-a-glance views of real-time contact center statistics within the GAX 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.

Important

This Deployment Guide provides instructions for a new installation of Genesys Pulse. To migrate from an earlier version of Genesys Pulse, start with the [Genesys Pulse Deployment Procedure](#).

About Genesys Pulse

Find overview information about architecture, components, and other concepts for Genesys Pulse.

[Genesys Pulse Help](#)

[Architecture](#)

[Framework Components](#)

Deployment

Plan your environment and deploy Genesys Pulse.

[Migrate from an earlier release](#)

[Deploy Genesys Pulse and Genesys Pulse Collector](#)

[Configuration Options](#)

Additional Options

Use

[WebDAV Server to share snapshots](#)

[Restful Web Service API to display external data](#)

Starting and Stopping

Start or stop the applications:

[Genesys Pulse](#)

[Genesys Pulse Collector](#)

Change History

Find information about what has changed in this release of the content.

[Change History](#)