



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 Migration

Genesys Pulse Migration Guide

12/19/2025

Genesys Pulse Migration Guide

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. Pulse uses widgets to display user-defined List, Donut, Key Performance Indicator (KPI), or Grid charts of statistics for objects.

Important

You must deploy matching 5-digit releases of Genesys Pulse and Genesys Pulse Collector (for example, release 8.5.104.xx).

To deploy this installation package within a new environment, follow the instructions in the [Genesys Pulse Deployment Guide](#). Otherwise, follow the migration steps below for your release.

Migration Path

Here are the available migration paths for your release:

Your Current Release	Available Migration Paths
8.5.108.xx	This is the latest 8.5 release.
8.5.107.xx	8.5.108
8.5.106.xx	8.5.108 8.5.107
8.5.105.xx	8.5.108 8.5.107 8.5.106
8.5.104.04	8.5.108 8.5.107 8.5.106 8.5.105

Your Current Release	Available Migration Paths
8.5.104.01	• 8.5.108 • 8.5.107 • 8.5.106 • 8.5.105 • 8.5.104.04
8.5.103.xx	• 8.5.108 • 8.5.107 • 8.5.106 • 8.5.105 • 8.5.104.04
8.5.103.0x	• 8.5.108 • 8.5.107 • 8.5.106 • 8.5.105 • 8.5.104.04 • 8.5.103.04
8.5.102	• 8.5.108 • 8.5.107 • 8.5.106 • 8.5.105 • 8.5.104.04
8.5.101	• 8.5.108 • 8.5.107 • 8.5.106 • 8.5.105 • 8.5.104.04 • 8.5.102

Your Current Release	Available Migration Paths
8.5.1	• 8.5.101
8.5.010	• 8.5.101 • 8.5.1
8.5.0	• 8.5.105 • 8.5.104.04 • 8.5.1 • 8.5.010
8.1.4	• 8.5.1 • 8.5.010 • 8.5.0