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Genesys Pulse Deployment Guide

Prepare the Genesys Pulse Database

5/3/2025

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Prepare the Genesys Pulse Database

In High Availability (HA) configurations, configure both Genesys Pulse applications to use the same database.

Microsoft SQL Server

1. Create a new empty Microsoft SQL Server database.
2. Create a new Microsoft SQL Server user account.
3. Set the new database as default database for the user.
4. Grant the new user sufficient privileges for the new database. User must be able to create database objects and select, insert, update, and delete data in tables.
5. Run the below statements for the Genesys Pulse database (DB). Replace <Pulse DB> with the name of the Genesys Pulse DB and make sure that there are no other connections to the Genesys Pulse DB when you run those statements:
 - ALTER DATABASE <Pulse DB> SET READ_COMMITTED_SNAPSHOT ON;
 - ALTER DATABASE <Pulse DB> SET ALLOW_SNAPSHOT_ISOLATION ON;

Oracle

Create a new user/schema to be used by Genesys Pulse. The user must have RESOURCE and CREATE VIEW privileges.

PostgreSQL

1. Create a new empty PostgreSQL database
2. Create a new PostgreSQL user account.
3. Set the new database as default database for the user.
4. Grant the new user sufficient privileges for the new database. User must be able to create database objects and select, insert, update, and delete data in tables.