



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.

Deployment Guide

Setting Up Reporting Templates in Pulse

12/17/2025

Setting Up Reporting Templates in Pulse

Use the procedures below to make the Co-browse templates available from Pulse.

Contents

- **1 Setting Up Reporting Templates in Pulse**
 - 1.1 Import Configuration Options for Stat Server
 - 1.2 Tune Pulse DB Tool to Allow Template Importing
 - 1.3 Import Pulse Templates
 - 1.4 Working With Pulse

Import Configuration Options for Stat Server

Before working with the templates, you must first import configuration options to the Stat Server application from the following files:

- `StatProfile_Pulse.cfg`—located in the directory <Genesys Co-browse Reporting Templates installation folder>/Pulse. This file is used for the Stat Server application object. It contains the necessary configuration options, statistics, and filters.
- `pulse_statistics.cfg`—located in the directory <Pulse installation folder>/scripts. This file is used for the Pulse application object.

Important

The `pulse_statistics.cfg` file is located in the Pulse installation directory and not in the Co-browse package.

Start of procedure

1. Open Genesys Administrator and navigate to PROVISIONING > Environment > Applications.
2. Select your Stat Server Application and click Edit.
3. In the Options tab, click Import. The Import Options dialog opens.
4. Click Yes. The Click 'Add' and choose a file with configuration options to import dialog opens.
5. Click Add. The Choose File to Upload window opens.
6. Choose the `StatProfile_Pulse.cfg` file from the <Reporting Templates Root Folder>/Pulse directory and click Open. The configuration options for the Co-browse reporting templates are imported.
7. Click Add again. Choose the `pulse_statistics.cfg` file from the <Pulse Installation Folder>/scripts directory and click Open.
8. Click Save & Close.
9. Mandatory: Restart your Stat Server Application.

End of procedure

Next Steps

See [Tune Pulse DB Tool to Allow Template Importing](#).

Tune Pulse DB Tool to Allow Template Importing

Pre-requisite: You have completed [Import Configuration Options for Stat Server](#)

Important

The dbtool folder is located in the Pulse installation directory and not in the Co-browse package.

Start of procedure

1. Open the folder <Pulse installation folder>/dbtool.
2. Save the file sample_dbtool.cfg with the name dbtool.cfg.
3. Now update the file dbtool.cfg. Specify the #<DB type> section. For example:

MSSQL Example

```
# MSSQL
db.type=mssql
db.url=jdbc:jtds:sqlserver://demosrv:1433/pulse
db.user=sa
db.password=<password>
```

POSTGRES Example

```
# POSTGRES
db.type=postgres
db.url=jdbc:postgresql://stage-rds-gax-1.genhtcc.com:5432/pulse851_21_41_db
db.user=pulse851_21_41_db
db.password=<password>
```

4. Save the dbtool.cfg file. Verify that the DB Tool is working with the command dbtool.bat -l. If the DB Tool is correctly configured, your console will show a list of current Layouts.

End of procedure

Next Steps

See [Import Pulse Templates](#).

Import Pulse Templates

Pre-requisites: You have completed [Import Configuration Options for Stat Server](#) and [Tune Pulse DB Tool to Allow Template Importing](#)

Important

The `dbtool` folder is located in the Pulse installation directory and not in the Co-browse package.

Start of procedure

1. Open the folder `<Pulse installation folder>/dbtool` and open the file `dbtool.cfg` for editing.
2. Set `layout.override.layout_id=1` and save the file.
3. From your console, run the command:

- **Pulse 8.5.102:**

- Windows: `dbtool -i <path to template file>`
- Linux: `./dbtool.sh -i <path to template file>`

For example, `dbtool -i C:\templates\21_template.txt`.

- **Pulse 8.5.103+:**

- Windows: `dbtool -ti <path to template file>`
- Linux: `./dbtool.sh -ti <path to template file>`

For example, `dbtool -ti C:\templates\21_template.txt`.

If the import is successful the console displays something similar to the following:

```
Advanced Data Management Utility for Pulse
ver. 8.5.010.04 (2014-12-02), wbrt2.proto ver. 2014.10.29.00
Copyright (c) Genesys Telecommunications Laboratories, 2013-2014. All rights reserved.
Using configuration file 'dbtool.cfg'.
Inserting layouts...
Layout: (114) 'CurrentInteractions'
Inserted 1 record(s).
```

In the example above, Layout: (114) 'CurrentInteractions' has the following meaning:

- 114 is the template db id, the `LAYOUT_KEY` from the `WBRT_LAYOUT` table of the Pulse database.
- `CurrentInteractions` is the template name.

End of procedure

Next Steps

See [Working With Pulse](#) and [Pulse Templates Overview](#)

Working With Pulse

After you have imported the Co-browse templates into Pulse, you can use the templates to create new Pulse widgets.

For more information on creating a widget see [Pulse User Help—Widgets](#).