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Genesys Pulse

8.5.100.01

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Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/17/15	General			X		X

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What's New

- Genesys Pulse now provides an IFRAME template so you can create IFRAME widgets, which allow you to show content from an external URL in your Genesys Pulse dashboard widget and in the maximized dashboard view. You are responsible to adapt your external content to display what you want within Genesys Pulse. Genesys Pulse does not change anything within IFRAME, but enables scrollbars if the content is larger than the available area.
- Genesys Pulse now includes two new functions for multichannel agents that can be used to get Agent DN Status per media. The overall Agent Status can be obtained by using the standard Current_Status statistic provided by default in the Agent Login Template.

G.GetAgentVoiceStatus()

Definition: G.GetAgentVoiceStatus(state)

Where state is the value of current state statistic for an Agent (for example, Data.CurrentStateStatisticAlias.Value).

Description: This function extracts, if it is available, DN Status for one or more DNs associated with an Agent, which can be related to the Voice media (DNs that have type Extension or ACD Position)

G.GetAgentNonVoiceStatus()

Definition: G.GetAgentNonVoiceStatus(state, media)

Where state is the value of the current state statistic for an Agent (for example, Data.CurrentStateStatisticAlias.Value) and media is the media name, such as chat or email.

Warning: Voice media can be specified, but does not work with this function. For Voice media, use G.GetAgentVoiceStatus().

Description: This function extracts, if it is available, agent status related to the specified non-voice media. This status is obtained from a status of a special DN with its name matching the given media type name.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Pulse](#)

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Resolved Issues

This release contains the following resolved issues:

After you upgrade Genesys Pulse, all users must clear their browser cache. (WBRT-5224)

You can now successfully use Close or Cancel when editing a template in the wizard. Previously after you deleted a statistic in the template wizard, the wizard might stop responding when you clicked Close or Cancel. (WBRT-4970)

Users with only the Genesys Pulse View Dashboard permission now see only the default dashboard. (WBRT-4928, WBRT-4915)

The widget preview now properly displays all display options for Donut and KPI widget types. (WBRT-4927)

Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.

Supported Languages

See [Release 8.5.1 Translation Support](#).