GENESYS™

Genesys Pulse

8.5.104.04

5/12/2025

8.5.104.04

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/15/16	Hot Fix			X		X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

All statistics of another type on the Stacked Bar chart on the expanded widget are no longer selected after deselecting all statistics of initial type. (ARK-1608)

The Stacked Bar chart in an expanded widget now displays correctly when you edit the widget and hide all the statistics of a certain type. (ARK-1601)

The time zone configured in User Preferences is now used by the Time Tracking view (Line chart) on an expanded widget or on the Line widget. (ARK-1591)

When user works with several dashboards and expanded widget tabs, the Line Widget and Time Tracking view (Line chart) no longer lose data for the time when corresponding dashboard or tab is not in use. (ARK-1588)

The Stacked Bar Chart in an expanded widget no longer displays `ERROR` if no statistics are selected. (ARK-1562<)

You can now save shared dashboards or templates to the `Genesys Pulse` folder, even if you do not have read permission to the `Scripts` folder. Previously in this scenario, you could not share dashboards or templates. (WBRT-7059)

Genesys Pulse now warns users if they try to open Genesys Pulse in an unsupported version of Internet Explorer (IE 9 or below) or if the compatibility view is enabled in a supported version. (WBRT-6878)

Genesys Pulse now displays the correct agent state icon when the Show Agent State Icon option is activated. Previously, Genesys Pulse displayed "(undefined)" even when the value was correct. (WBRT-6831)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Pulse

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List of Release Notes

Users can no longer save shared dashboards with names longer than permitted. Previously, users could save these dashboards, triggering an "Access forbidden" error message. (WBRT-6793)

An expanded IFRAME now correctly displays its content after a full page reload. Previously, the page displayed as empty. (WBRT-6752)

Statistics values and Object Names now appear correctly even in case when they include "NA" or "ERROR" as part of the value. Previously, the whole value was changed to "n/a" or "Error". (WBRT-6725)

Pages displayed as IFRAME tabs no longer quit unexpectedly when switching between tabs. However, Genesys Pulse does not support the creation of IFRAME widgets and tabs through the wizard. You must use the Genesys Pulse API to create them. (WBRT-6624)

Genesys Pulse now includes a procedure for migrating from Genesys Pulse 8.5.102.xx, 8.5.101.xx, or 8.5.000.xx to Genesys Pulse 8.5.104.xx. (WBRT-6324)

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.