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Genesys Pulse

Release Notes 8.5.x

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Genesys Pulse 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Pulse. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Genesys Pulse, see the [8.1 Release Note](#) (Cumulative).

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Pulse](#) page in the [Genesys Supported Operating Environment Reference](#).

You can find Release Notes for particular releases of Genesys Pulse at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.108.04	10/29/20	Update			X		X
8.5.108.02	11/30/17	General			X		X
8.5.108.01	09/26/17	General			X		X
8.5.107.05	06/16/17	General			X		X
8.5.107.03	05/12/17	General			X		X
8.5.106.05	03/08/17	General			X		X
8.5.106.03	01/27/17	General			X		X
8.5.106.02	12/21/16	General			X		X
8.5.105.01	09/19/16	Hot Fix			X		X
8.5.105.00	07/20/16	General			X		X
8.5.104.05	05/18/16	General			X		X
8.5.104.04	04/15/16	Hot Fix			X		X
8.5.104.01	02/29/16	General			X		X
8.5.103.05	02/09/16	Hot Fix			X		X
8.5.103.03	01/15/16	Hot Fix			X		X
8.5.103.01	12/17/15	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.102.03	07/29/15	General			X		X
8.5.102.02	07/10/15	General			X		X
8.5.101.03	06/11/15	General			X		X
8.5.101.02	04/24/15	General			X		X
8.5.100.01	02/17/15	General			X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.010.12	12/18/14	General			X		X
8.5.000.18	03/12/15	Hot Fix			X		X
8.5.000.16	09/18/14	General			X		X
8.5.000.14	07/31/14	General			X		X

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) page in the *Genesys Supported Operating Environment Reference*.

- Safari 6,7,8
 - Java 1.7 and lower
 - Windows 32-bit operating system
 - Windows Server 2003 operating system
 - Red Hat Enterprise Linux 5 operating system
-

Translation Support

You can find information about translation support for 8.5.x releases of Genesys Pulse at the following link:

- [Translation Support](#)
-

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Pulse, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Genesys Pulse, see the following documentation:

- The documentation related to this software is available from the [Genesys Pulse](#) page.
- The [Genesys Pulse Migration Guide](#) provides migration details.
- The [Genesys Pulse Deployment Guide](#) provides details about installing and configuring Genesys Pulse.
- The [Genesys Pulse Help](#) provides details about using Genesys Pulse.
- The [Genesys Pulse](#) page in the [Genesys Supported Operating Environment Reference](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Pulse components.

Release Notes for other Genesys components are available [here](#).

Translation Support

Genesys Pulse

This page summarizes translation support for 8.5.x releases of Genesys Pulse for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Genesys Pulse.

Language	English (US) Release						
8.5.108.02	8.5.107.05	8.5.106.05	8.5.105.01	8.5.105.00	8.5.104.04	8.5.000.16	
Arabic (Saudi Arabia)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.00
Chinese (Simplified)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.00
Czech	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.01
Dutch (Netherlands)	Not Available	Not Available	8.5.106.00	Not Available	Not Available	Not Available	Not Available
French (Canada)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.01
French (France)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.01
German (Germany)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.00
Italian	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.00
Japanese	8.5.108.00	8.5.107.01	8.5.106.00	8.5.105.01	8.5.105.00	8.5.104.00	8.5.000.00
Korean	8.5.108.00	8.5.107.01	8.5.106.00	Not	8.5.105.00	8.5.104.00	8.5.000.00

				Available			
Polish	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.00
Portuguese (Brazilian)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.01
Russian	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.01
Spanish (Latin America/Mexico)	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.02
Turkish	8.5.108.00	8.5.107.01	8.5.106.00	Not Available	8.5.105.00	8.5.104.00	8.5.000.00

Known Issues and Recommendations

Genesys Pulse

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Pulse. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

Genesys Pulse does not fully support the iPad and you might see various artifacts. User's widget may be changed without notification if administrator made a change in the source widget template and perform "Save and Propagate" action with enabled "Overwrite Display Options for selected widgets." checkbox. Releases of Genesys Pulse prior to 8.5.102.03 are incompatible with the latest version of Google Chrome (76.0.3809.100 and higher). A removed widget can appear in the Widget Management for the current user if the user has not visited the Dashboard or Wallboard containing the removed widget.

Workaround: Navigate to the Dashboard or Wallboard containing the removed widget.

ID: WBRT-11580	Found In: 8.5.108.02	Fixed In:
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If a shared Dashboard or Wallboard without any title was published using API, it might cause the "Unknown Error" error message on Dashboard/ Wallboard management screens, Create/Open Dashboard/ Wallboard, and Publish Dashboard/ Wallboard modal dialogs.

Workaround: Remove shared Dashboard or Wallboard without a title using API.

ID: WBRT-11580	Found In: 8.5.108.02	Fixed In:
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If you have read-only access to Dashboard, Wallboard, or Widget templates on a tenant and you attempt to move the template objects from one folder to another folder on the same tenant, you might encounter an *Access Forbidden* error message, although the requested operation will be completed successfully in Configuration Server.

ID: WBRT-9612	Found In: 8.5.108.02	Fixed In: 9.0.000.02
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It is not possible to edit the template or create a new widget from the imported from another environment template in case when Genesys Pulse Collector(s) were assigned manually to that template and the Manual Collector Binding feature is disabled in the targeted environment.

Workaround: Enable the Manual Collector Binding feature by setting the value of the Genesys Pulse

option **enable_manual_collector_binding** to true. After the template editing or widget creation is finished, the feature can be disabled.

ID: WBRT-10639	Found In: 8.5.108.01	Fixed In: 9.0.000.04
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While saving changes in a template, users without the Pulse Manage Users privilege see names of widgets that belong to other users.

ID: WBRT-10565	Found In: 8.5.108.01	Fixed In: 8.5.108.04
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Users cannot successfully move Dashboard, Wallboard, or Widget templates between two tenants if they do not have read access to the user who has the access permission to the object that has to be moved.

ID: WBRT-9594	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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Genesys Pulse widgets may overlap with each other on a Wallboard in full-screen mode if widget's size was changed in another session.

ID: WBRT-9502	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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The Line chart and the Time Tracking chart incorrectly display data if the Group-By functionality is enabled for the widget.

ID: WBRT-9498	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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The column width in the Grid Widget is not preserved between page reloads or switching between tabs if the column was resized by a double click.

Workaround: Resize the column by dragging the column's border.

ID: WBRT-9384	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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The distribution of layouts between collectors in a cluster might not be uniform.

ID: WBRT-9380	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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The counter of Widgets might show wrong value in the Widget Management interface.

ID: WBRT-9311	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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An Alert widget, right after its creation, might not show the correct alerts information.

Workaround: Reload the page after an Alert widget is initialized.

ID: WBRT-9214	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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The Donut widget might show incorrect chart slices if at least one selected metric has value 0 (zero).

ID: WBRT-9213	Found In: 8.5.108.01	Fixed In: 8.5.108.02
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Cannot configure thresholds for alerts in a way that for any value the alert is shown.

ID: WBRT-9019	Found In: 8.5.107.05	Fixed In: 8.5.108.01
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Changes in a statistic propagated from the source widget template to a user's widget may be overwritten without notifying the user if the user opened the widget edit wizard before propagation and saved the widget after you propagated the changes from the widget template to the widget.

ID: WBRT-8745, WBRT-8731	Found In: 8.5.107.03	Fixed In: 8.5.107.05
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Genesys Pulse uses configuration of Aeron only from Genesys Pulse Collector, configured on the same host.

ID: WBRT-10961	Found In: 8.5.107.03	Fixed In:
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You cannot migrate to Pulse release 8.5.107 from release 8.5.102 or lower.

ID: WBRT-8809	Found In: 8.5.107.03	Fixed In: 8.5.107.05
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In widgets created from the Queue KPIs template, an incorrect value of the Wait Time statistic — up to double the actual value — is sometimes displayed.

ID: WBRT-9277	Found In: 8.5.106.05	Fixed In: 8.5.108.01
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The Genesys Administrator Extension (GAX) log file has messages about deadlocks. No visual effects for users.

ID: WBRT-9035	Found In: 8.5.106.03	Fixed In: 9.0.001.01
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Objects (Dashboards, Wallboards or Widget Templates) may be imported with same name as another one if their names are identical, except the copy suffix.

Workaround: Use Save As to save an object with a new name after the import.

ID: WBRT-8724	Found In: 8.5.106.02	Fixed In: 8.5.107.05
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The excessive number of unnecessary database transactions that are opened for data requests might lead to low Genesys Pulse performance under high load when many frequent data requests are received.

ID: WBRT-12157	Found In: 8.5.105.00	Fixed In: 8.5.108.04
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New widgets added to a Wallboard may overlap a widget existing on top-left corner, when you open it in fullscreen mode.

Workaround: Move the new widget to different position on the screen.

ID: WBRT-8231	Found In: 8.5.105.00	Fixed In: 8.5.106.03
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In the Microsoft Edge browser, Genesys Pulse might not exit from the wallboard's fullscreen mode the first time you press the Escape button.

Workaround: Press Escape button for a second time.

ID: WBRT-7716	Found In: 8.5.105.00	Fixed In: 8.5.105.01
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Duplicate rows can be shown in the dashboard and wallboard wizards after cloning an item with the same name (override original).

Workaround: Refresh the table to get the proper list of dashboards or wallboards.

ID: WBRT-7705	Found In: 8.5.105.00	Fixed In: 8.5.105.01
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An empty space can appear on Grid Widget (or Whole widget can became empty) after some action involving sorting and scrolling.

Workaround: Scroll the grid up or down.

ID: WBRT-7441	Found In: 8.5.105.00	Fixed In:
----------------------	-----------------------------	-----------

Different values of the **[pulse]database_max_active_connections** option has no effect when Genesys Pulse is connected to Oracle database, the default value of 8 is always used.

ID: WBRT-12158	Found In: 8.5.104.04	Fixed In: 8.5.108.04
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Scroll bars are visible on grid widget and data view even if they are not needed.

ID: WBRT-6881	Found In: 8.5.104.04	Fixed In: 8.5.107.03
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Pulse might show a continuous spinner during login attempt when Configuration Server is unavailable.

ID: WBRT-8626	Found In: 8.5.104.01	Fixed In:
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If you remove a cloned widget from a dashboard, the remaining clones of that widget are no longer updated.

Workaround: Switch between dashboard tabs or reload the browser page.

ID: WBRT-7406	Found In: 8.5.104.01	Fixed In: 8.5.105.00
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The Link to Configuration Manager for shared dashboards and templates does not work with GAX release 8.5.000.xx.

Workaround: Navigate manually to GAX Configuration Management. In Environment/Scripts, you can find the Genesys Pulse Dashboards and Templates saved in Configuration Server as scripts.

ID: WBRT-7405	Found In: 8.5.104.01	Fixed In:
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You cannot share a Dashboard or Template if you do not have read permission to the Scripts folder.

Workaround: Ensure that you have the correct permissions.

ID: WBRT-7059	Found In: 8.5.104.01	Fixed In: 8.5.104.04
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Since 8.5.104.01, you cannot download debug information.

ID: WBRT-7051	Found In: 8.5.104.01	Fixed In:
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Genesys Pulse becomes unresponsive while switching between dashboards.

Workaround: Reduce the number of widgets per dashboard (especially grid and line widgets).

ID: WBRT-7020	Found In: 8.5.104.01	Fixed In:
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"No Data Available" might appear on the line widget when the configured time zone in User Preferences or System Settings and the local time zone of the browser have different rules for Daylight Saving Time (for example, one has DST and the other doesn't).

Workaround: Synchronize the settings.

ID: WBRT-7017	Found In: 8.5.104.01	Fixed In: 8.5.104.05
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The value of a statistic with the number display format might appear as a percentage when this statistic appears together with a statistic with the percent display format on the line widget.

ID: WBRT-7014	Found In: 8.5.104.01	Fixed In: 8.5.104.05
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Users cannot select or clear a selection from the All columns in the Data view on an expanded widget.

Workaround: To clear selection or select all, users must manually click on every column.

ID: WBRT-7005	Found In: 8.5.104.01	Fixed In: 9.0.001.01
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The Widget wizard might become unresponsive when the configuration contains a large number of

objects (>2000) available for selection.

Workaround: Reduce the number of objects of this type available for Genesys Pulse users by setting appropriate access permissions.

ID: WBRT-7004	Found In: 8.5.104.01	Fixed In: 8.5.106.03
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There is small possibility that a user cannot successfully launch an existing dashboard, seeing a "Tab not found" message if they have switched tabs or modified the widget position right after launching the dashboard and before the launched dashboard becomes active.

ID: WBRT-7003	Found In: 8.5.104.01	Fixed In: 8.5.104.05
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Changes made in a widget on the dashboard in one session (browser window) are not applied to the same dashboard in a second session.

Workaround: Reload your browser window to synchronize the updated information in the second session.

ID: WBRT-6999	Found In: 8.5.104.01	Fixed In: 8.5.105.00
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Widget positions are not preserved during dashboard cloning.

Workaround: After cloning a dashboard, move the widgets to desired positions manually.

ID: WBRT-6935	Found In: 8.5.104.01	Fixed In: 8.5.105.00
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A statistic selected for thresholds on the Line Widget is not saved between page reloads or switching between tabs.

Workaround: Select the statistic again.

ID: WBRT-6862	Found In: 8.5.104.01	Fixed In: 8.5.104.05
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Starting from release 8.5.104.01, the Genesys Pulse top level menu, including the Genesys Pulse User menu, is different from the GAX menu. The Genesys Pulse User menu does not provide the ability to set a user's home page or change the user or system preferences.

Workaround: Switch to GAX to access all menu options.

ID: WBRT-6785	Found In: 8.5.104.01	Fixed In:
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All statistics of another type on the Stacked Bar chart on the expanded widget became selected after deselecting all statistics of initial type.

Workaround: Switch back to desired type.

ID: ARK-1608	Found In: 8.5.104.01	Fixed In: 8.5.104.04
---------------------	-----------------------------	-----------------------------

The order of rows in the Genesys Pulse Data view in an expanded widget might change and become unpredictable when you hide the statistic used for sorting, although the column Name is still highlighted as sorted by.

Workaround: Sort again by the desired column.

ID: ARK-1604, WBRT-7019	Found In: 8.5.104.01	Fixed In: 8.5.105.00
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Lists in the Widget and Template wizards might display partial data after switching between tabs and returning to previous steps.

Workaround: Scroll the list up or down until data appears.

ID: ARK-1602, ARK-1422, WBRT-6966	Found In: 8.5.104.01	Fixed In:
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The Stacked Bar chart in an expanded widget might be broken when you edit the widget and hide all the statistics of a certain type.

Workaround: Reload the page with Genesys Pulse.

ID: ARK-1601	Found In: 8.5.104.01	Fixed In: 8.5.104.04
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The time zone configured in User Preferences is not used by the Time Tracking view (Line chart) in expanded widget or on the Line widget. The local time zone or configured in System Preferences is used instead.

ID: ARK-1591	Found In: 8.5.104.01	Fixed In: 8.5.104.04
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When user works with several dashboards and expanded widget tabs, the Line Widget and Time Tracking view (Line chart) lose data for the time when corresponding dashboard or tab is not in use.

Workaround: Reload the page with Genesys Pulse to see history data.

ID: ARK-1588	Found In: 8.5.104.01	Fixed In: 8.5.104.04
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The Stacked Bar Chart in an expanded widget displays ERROR if no statistics are selected.

ID: ARK-1562	Found In: 8.5.104.01	Fixed In: 8.5.104.04
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Genesys Pulse does not show a message for a lost connection to a server.

ID: ARK-1447, WBRT-7076	Found In: 8.5.104.01	Fixed In: 8.5.105.00
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Genesys Pulse does not immediately update Agents added to an Agent Group (including Virtual Agent Groups that use scripts) in widgets with Quick updates enabled. Genesys Pulse updates the agents when you receive a full snapshot.

ID: WBRT-4900	Found In: 8.5.103.03	Fixed In:
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Currently, daylight saving time (DST) works only if the user preferences are set to anything other than system settings in GAX. When the user preferences are set to system settings, the system preferences show DST time correctly if use local is selected. Selecting a specific timezone in system preferences with a certain offset will hard code the offset to be literally what is shown, without adjusting for DST.

ID: WBRT-8275	Found In: 8.5.103.01	Fixed In:
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For Google Chrome browsers, some users might not be able to select items in pop-up menus.

Workaround: In such cases, use another supported browser or disable touchscreen devices using a computer.

ID: WBRT-8072	Found In: 8.5.103.01	Fixed In: 8.5.108.01
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Genesys Pulse cannot manipulate IFRAME widgets and templates as well as widgets that collect data from 3rd party Collector using the wizard, although the widgets are expected to function if created or modified by using Genesys Pulse Rest API.

ID: WBRT-6624, WBRT-5843	Found In: 8.5.103.01	Fixed In: 8.5.104.05
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If the widgets limit per user is enabled, all widgets saved on the current user's dashboards are counted, which might lead to a situation where the user cannot save dashboards or create new widgets.

Workaround: Disable the widgets limit.

ID: WBRT-6333	Found In: 8.5.103.01	Fixed In: 8.5.103.03
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The add and edit a widget tabs stay open after you delete the dashboard or widget that is being edited. This causes errors in your widget updates.

Workaround: Manually close the open tabs.

ID: WBRT-6319	Found In: 8.5.103.01	Fixed In: 8.5.104.01
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In Firefox, after you delete a widget, some other widget content might disappear.

Workaround: Reload the page or resize the browser window to see the content.

ID: WBRT-6297	Found In: 8.5.103.01	Fixed In: 8.5.103.05
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If you repeatedly press **Save** while creating a widget before the tab closes, multiple widgets are added to the dashboard.

ID: WBRT-6294	Found In: 8.5.103.01	Fixed In: 8.5.103.03
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Genesys Pulse performance might be impacted if you perform multiple operations, such as creating or editing widgets, or opening or closing multiple management tabs.

Workaround: Reload page.

ID: WBRT-6279	Found In: 8.5.103.01	Fixed In: 8.5.104.01
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Internet Explorer and Safari 6,7,8 are not supported.

Workaround: Use Safari 9, Chrome or Firefox browsers.

ID: WBRT-6233, WBRT-6231	Found In: 8.5.103.01	Fixed In: 8.5.103.03
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When users are removed from the configuration, Pulse continues to write snapshots for widgets that belong to those users.

ID: WBRT-6735	Found In: 8.5.102.03	Fixed In:
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For Safari browsers automatic download will not start for Dashboards, Wallboards, Templates, and Widgets when you click on the Download icon.

Workaround: You must manually save the file.

ID: WBRT-8075	Found In: 8.5.102.02	Fixed In: 9.0.000.04
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Thresholds in Line chart might be lost when another action, such as Statistic selection, is performed in another chart.

ID: WBRT-5402	Found In: 8.5.101.02	Fixed In: 8.5.102.02
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The IFRAME widget becomes stuck in a pending state after you update its refresh rate.

Workaround: Refresh the page in your browser after you edit the refresh rate of IFRAME widget.

ID: WBRT-5374	Found In: 8.5.101.02	Fixed In: 8.5.101.03
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In some scenarios, users without privileges to manage widgets can see the field > 60 sec on the Display step while editing a widget. If the user changes the value in this field, the Widget settings cannot be saved. User must restore value in the field > 60 sec to be able to save widget.

ID: WBRT-5370	Found In: 8.5.101.02	Fixed In: 8.5.101.03
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Three stat types Average_Handle_Time, Continuous_Login_Time, Utilization were changed. If you migrate to Genesys Pulse 8.5.101 from previous versions, you must remove them from StatServer application options before you import the new pulse_statistics.cfg mentioned in deployment

procedure.

ID: WBRT-5355	Found In: 8.5.101.02	Fixed In:
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By default, the metrics Service Type, Customer Segment, Service Sub Type, and Business Result in the Agent Login template do not show any data to filter out User Data from the Reason Codes provided in the Reason metric. **Workaround:** To see these metrics in your report data, clone the **Agent Login** template, edit the Current Status metric and select the User Data check-box. Then create a new widget from your cloned template. Because the User Data is also added to the Reason metric, you might decide to delete that metric.

ID: WBRT-5354	Found In: 8.5.101.02	Fixed In: 8.5.102.02
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The Line Widget not available in the widget wizard when objects are selected By Group.

ID: WBRT-5282	Found In: 8.5.101.02	Fixed In:
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Autoplay does not appear on the display options steps for Donut Widget.

Workaround: Change the value of Cycle by to Statistic, then select at least two statistics and change the value of Cycle by back to Objects after the autoplay option appears.

ID: WBRT-5159	Found In: 8.5.100.01	Fixed In: 8.5.101.02
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Users that have only Genesys Pulse Edit Widget Display permission cannot change the widget refresh rate of IFRAME widgets.

ID: WBRT-5156	Found In: 8.5.100.01	Fixed In: 8.5.101.02
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The value in the tooltip on the line chart might be displayed incorrectly. For example, an empty value is shown in cases when the value has more than 2 digits after the decimal point or the #NA# value is shown instead of n/a.

ID: WBRT-5154	Found In: 8.5.100.01	Fixed In: 8.5.101.02
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The Average_Handle_Time stat type is incorrectly defined in pulse_statistics.cfg.

Workaround: Update the StatServer options with correct stat type definition:
 [Average_Handle_Time] Section Category=AverageTime MainMask=CallInbound, CallInternal, CallOutbound, CallConsult, CallUnknown, CallOnHold, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=CallInbound, CallInternal, CallOutbound, CallConsult, CallUnknown Subject=AgentStatus Formula=DCID

ID: WBRT-5044	Found In: 8.5.100.01	Fixed In: 8.5.101.02
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For Pulse releases 8.5.100.01 through 8.5.103.05, users with Genesys Pulse View Dashboard privilege only cannot download debug info immediately after switching to debug mode.

Workaround: After switching to debug mode, reload page.

ID: WBRT-4971	Found In: 8.5.100.01	Fixed In:
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Users with only the Genesys Pulse View Dashboard permission lose their widgets if the administrator sets a new default dashboard. In such cases, Widget was removed appears on each widget.

Workaround: Users must create a new tab, click the More menu button, and choose "Reset to default".

ID: WBRT-4928, WBRT-4915	Found In: 8.5.010.12	Fixed In: 8.5.100.01
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Widget previews do not display the Cycle By option for Donut and KPI widgets. Genesys Pulse properly displays the created widget.

ID: WBRT-4927	Found In: 8.5.010.12	Fixed In: 8.5.100.01
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Genesys Pulse Grid row order in maximized view might change after you hide a statistic used for sorting. To return to the original row order, just display (un-hide) the statistic used for sorting.

ID: WBRT-4909	Found In: 8.5.010.12	Fixed In: 8.5.103.01
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After migration from Genesys Pulse release 8.5.000.xx to Genesys Pulse 8.5.010.xx, Genesys Pulse loses the history data collected during the previous day and used in Line charts and views of the list widget.

ID: WBRT-4859	Found In: 8.5.010.12	Fixed In:
----------------------	-----------------------------	-----------

If Genesys Pulse 8.5.000.XX is used with GAX version 8.5.100.XX or 8.5.200.XX, Genesys Pulse icons are incorrect.

ID: WBRT-4791	Found In: 8.5.010.12	Fixed In:
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Creating templates with a statistic that has its value set to Time Range 1 without specifying a Time Range value causes an incorrect configuration.

ID: WBRT-4854	Found In: 8.5.000.16	Fixed In: 8.5.010.12
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The Line chart does not display data in scenarios when a connection problem occurred the first time data was loaded.

ID: WBRT-4675	Found In: 8.5.000.16	Fixed In: 8.5.010.12
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Genesys Pulse truncates long values on the vertical axis of line charts, without displaying any sign of truncation.

ID: WBRT-4568	Found In: 8.5.000.16	Fixed In: 8.5.010.12
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You cannot use compatibility mode in Internet Explorer, even if you are using a supported version.

ID: WBRT-6857	Found In: 8.5.000.14	Fixed In:
----------------------	-----------------------------	-----------

Genesys Pulse configurations that have the output-folder option in the [transport-file] set to a path that begins with a forward slash (/) do not work correctly on Windows systems.

Workaround: Use an absolute path or relative path starting with a dot (.) for the following: output-folder option in the [transport-file] section; output-folder option in the [transport-gpb-out] in versions prior to 8.5.010, and heartbeat-folder option in the [heartbeat] section.

ID: WBRT-5673	Found In: 8.5.000.14	Fixed In:
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New users receive an empty dashboard instead of the default dashboard.

ID: WBRT-4967	Found In: 8.5.000.14	Fixed In: 8.5.101.02
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If you use MS SQL server for your Genesys Pulse database, a database lock might appear in certain scenarios.

Workaround: Run the statement below for the Genesys Pulse DB. Replace <Genesys Pulse DB> with the name of the Genesys Pulse database and make sure that there are no other connections to the Genesys Pulse DB when you run this statement.
ALTER DATABASE <Genesys Pulse DB> SET READ_COMMITTED_SNAPSHOT ON;

ID: WBRT-4546	Found In: 8.5.000.14	Fixed In: 8.5.010.12
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After migration from Genesys Pulse 8.1.4, a KPI Widget configured for CampaignCallingList object shows the Object Unavailable message.

Workaround: Edit the widget and select the appropriate object for the KPI widget.

ID: WBRT-4393	Found In: 8.5.000.14	Fixed In:
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As the result of migration from 8.1.401.xx to 8.5.000.14, some List widgets with the Headline Type Statistic may change the Headline Type to Object.

Workaround: Editing the Widget and change Headline Type back as needed.

ID: WBRT-4332	Found In: 8.5.000.14	Fixed In: 8.5.000.16
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Genesys Pulse does not show Alerts for the Donut widgets in preview mode if Cycle By Object is selected at the Display Options step. However, Genesys Pulse still shows the Alerts in the Expand to Tab view for the widget.

Workaround: Use other types of widgets or choose Cycle By Statistic.

ID: WBRT-4330	Found In: 8.5.000.14	Fixed In: 8.5.000.16
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Genesys Pulse does not support The Current State Value Format.

ID: WBRT-4317	Found In: 8.5.000.14	Fixed In: 8.5.000.16
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GAX fails to start when you deploy Genesys Pulse into an existing functional GAX installation in the either of the following scenarios: The Genesys Pulse DAP is not configured properly. The database to which the Genesys Pulse DAP points is not available.

Workaround: Use Configuration Manager or Genesys Administrator to fix the DAP configuration and restart GAX.

ID: WBRT-4129	Found In: 8.5.000.14	Fixed In:
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In widgets that are expanded to tab, you can no longer print directly from the widget.

Workaround: Starting from Genesys Pulse release 8.5.x, printing is replaced with the Download Widget option. You can save the widget as a CSV file, which can then be printed.

ID: WBRT-3722	Found In: 8.5.000.14	Fixed In:
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Statistic and object names overlap each other when you click the **All Statistics** checkbox in Grouped Bar charts several times.

ID: WBRT-2583	Found In: 8.5.000.14	Fixed In:
----------------------	-----------------------------	-----------

In scenarios when the JDBC connection cannot be opened, there are no attempts to reload widgets.

Workaround: Reload the browser window.

ID: WBRT-3235	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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When editing a Template, if you edit a statistic and then select another statistic without saving, a confirmation window opens. After you save those changes, if you start to edit a second statistic and then select a third statistic without saving, a confirmation window will not open and Cancel and Close might stop responding.

ID: WBRT-3225	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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When creating a KPI widget, you can select more than ten statistics by clicking on the checkboxes instead of the labels, although only first ten statistics are saved.

ID: WBRT-3224	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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When you add or edit a widget, Genesys Pulse cannot load all the objects in the Select object dialog

box if there are more than 2000 objects.

ID: WBRT-3219	Found In: 8.1.401.03	Fixed In:
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If you are using Genesys Pulse with a GAX releases 8.1.400.50 through 8.1.400.53, Genesys Pulse incorrectly allows you to create a widget containing both individual objects and groups.

Workaround: Manually remove the selected objects if you change the type of objects selection between By Individual Group and By Group.

ID: WBRT-3208	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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On an iPad, Genesys Pulse screens might not correctly display the solid background.

ID: WBRT-3206	Found In: 8.1.401.03	Fixed In:
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If widget settings, such as list of statistics, are edited while the widget is open, updates might not be updated in the open widgets for any user.

Workaround: Reload the browser window.

ID: WBRT-3191, WBRT-3180	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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The object display name format, configured in Genesys Pulse Collector option object-name-format may not correspond to the object display format in the Object picker of Wizard. It works for Widget display only, but not for the Object selector.

ID: WBRT-3186	Found In: 8.1.401.03	Fixed In:
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When a user does not have permission to view all of the selected objects, the List and KPI widgets are not updated. To view updated widgets, reload the browser window.

ID: WBRT-3168	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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In certain scenarios, quickly switching the selection type between By Individual Object to By Group and might cause Genesys Pulse to display the wrong type of objects for selection.

Workaround: Switch the selection type and wait until the chart is refreshed to the correct state.

ID: WBRT-3166	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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A statistic newly added to a widget might not be shown in a grid. To show the new statistic, click Columns and select the checkbox for the statistic.

ID: WBRT-3162	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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The selected objects may not be properly updated when a filter is applied to the list of objects.

ID: WBRT-3072	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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If a widget is changed on the default dashboard, Genesys Pulse might display a widget with an incorrect size and headings that overlap the graphics on a custom dashboard.

Workaround: Edit the custom dashboard widget by setting the widget type or reset the dashboard to the default dashboard.

ID: WBRT-3053	Found In: 8.1.401.03	Fixed In: 8.5.000.14
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Statistics that have values of string type cannot be displayed in the chart. You must use the Grid to view statistics with values of string type.

ID: WBRT-1633	Found In: 8.1.400.13	Fixed In:
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Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Pulse unless otherwise noted in the issue description.

The Genesys Pulse user interface and content might include English text.

Workaround: Refresh the table to get the proper list of dashboards or wallboards.

ID: WBRT-7223, WBRT-7222, WBRT-7221, WBRT-7220, WBRT-7217, WBRT-7216, WBRT-7131, WBRT-7023	Found In: 8.5.104.00	Fixed In: 8.5.105.00
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Release 8.5.1

Genesys Pulse Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Pulse, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.108.04

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/29/20	Update			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The **[pulse]/database_max_active_connections** option is now working properly. Previously, the default value of 8 was always used if Genesys Pulse was connected to Oracle database. (WBRT-12158)

To improve Genesys Pulse performance under high load, an excessive number of database transactions are no longer opened. (WBRT-12157)

Now users without the Pulse Manage Users privilege do not see names of widgets that belong to other users. Previously, users without the Pulse Manage Users privilege were able to see such info while saving changes in a template. (WBRT-10565)

Product Documentation

[Genesys Pulse](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.04.

8.5.108.02

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/17	General			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Users now can successfully move Dashboard, Wallboard, or Widget templates between two tenants. Previously, the move operation would fail if the user who tried to move a Dashboard, Wallboard, or Widget template did not have read access to the user who has the access permission to the object that had to be moved. (WBRT-9594)

Product Documentation

[Genesys Pulse](#)[Genesys Products](#)[List of Release Notes](#)

Genesys Pulse widgets do not overlap on Wallboard in full-screen mode. Previously, widgets could overlap if their size was changed in another session. (WBRT-9502)

When the Group-By functionality is enabled for a widget, the Line chart and the Time Tracking chart now display correct data. (WBRT-9498)

The column width in the Grid Widget is now preserved between page reloads even when it is changed by a double click. Previously, changes in the column width were preserved only if the column had been resized by dragging the column border. (WBRT-9384)

Layouts between collectors in a cluster are now evenly distributed. (WBRT-9380)

The Widget Management interface now always shows the correct number of widgets. (WBRT-9311)

The Alert widget now shows the correct alert information after a new alert is created. Previously, you might have had to refresh the page to ensure that the display would include newly created alerts. (WBRT-9214)

The Donut widget now shows chart slices correctly. Previously, the widget might show incorrect chart slices if at least one selected metric had a 0 (zero) value. (WBRT-9213)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.02.

Supported Languages

See [Release 8.5.1 Translation Support](#).

8.5.108.01

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Ability to track the number of dashboards and widgets used by supervisors with additional information related to the widgets (last modified date) in a consolidated view.
- Enhancements to the Wallboard display mode, including the ability to display broadcast information to its audience with a new text widget type. The new text widget can be displayed as a news feed ticker and edited by Administrators.
- Improved responsiveness of the Wallboard KPI widget.
- Ability to display additional visualizations based on a new modular mechanism that supports new visualization plugins.
- Ability to embed custom links to any third-party website in the Navigation bar.
- Ability to manually specify which Collector (and indirectly, which Stat Server) is used to calculate the statistics of a predefined templates. This saves you the trouble of defining all the same statistics on different collector units (Collector and Stat Server). You can also manually specify Collector for certain widgets.
- Virtualization of the process - Docker ready.
- Support for Windows Server 2016 operating system. See the [Supported Operating Environment: Solution Reporting](#) page for more detailed information and a list of all supported operating systems.
- Support for the following databases. See the [Supported Operating Environment: Solution Reporting](#) page for more detailed information and a list of all supported databases.
 - MS SQL Server 2014
 - MS SQL Server 2016 Enterprise Edition

Helpful Links

Releases Info

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

Product Documentation

[Genesys Pulse](#)[Genesys Products](#)[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Now service `/api/plugins/wbrt/health` does not check any Collectors in configuration. Therefore, this service can be used for Load Balancing. (WBRT-9309)

The Wait Time statistic in widgets created from the Queue KPIs template now shows proper values. Previously, values shown could be up to two times larger than the correct values.

During the upgrade, you must remove the **[Total_Queue_Wait_Time]** section from Stat Server options before you import the `pulse_statistics.cfg` file. (WBRT-9277)

After you make edits in the IFrame widget, changes are now correctly applied to both regular and expanded views. (WBRT-9276)

The IFrame widget now closes automatically when you close the dashboard. Previously, Expanded IFrame widget might stay open in such cases. (WBRT-9275)

The Current AWT statistic in widgets created from the Queue KPIs template now has a correct value.

During the upgrade, you must remove the **[CurrAvgCallWaitingTime]** section from Stat Server options before you import the `pulse_statistics.cfg` file. (WBRT-9204)

The alert widget preserves its size even if it was resized on the dashboard. (WBRT-9199)

The value specified for the threshold in an alert configuration is included to the interval for this alert. Therefore, if thresholds for Green and Orange are specified to the same value, any values will be shown with the alert. Previously, in such cases, the exact value specified for Green and Orange thresholds was shown without any alerts. (WBRT-9019)

In multi site configurations, Quick updates now work on all sites where configured. Previously in such scenarios, Quick updates might not work on one or more sites. (WBRT-8891)

The Cancel button now works correctly in the Move To dialog. Previously, the button closed the dialog, but did not stop the moving process. (WBRT-8848)

Genesys logo and icons are updated according to the recent branding. The color palettes are not yet updated. (WBRT-8826)

Shared Wallboard or Dashboard properties are now properly updated. Previously, some properties —

such as colors in the header and state of an alert notifications were not updated on the shared Wallboard or Dashboard. (WBRT-8797)

Items can now be successfully selected on touch screen computers using the mouse. Previously, in Google Chrome browser, items could not be selected by the mouse on touch screen computers. (WBRT-8072)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.01.

8.5.107.05

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/16/17	General			X		X

What's New

- Pulse includes two new templates: Chat Service Level Performance, Chat Waiting Statistics (IxnQ, GroupBy). They utilize the Group By feature and require StatServer 8.5.103 or later.
- The Chat Agent Activity template was updated.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Pulse](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Users with MSSQL Server as their relational database management system no longer receive an Internal Server Error message when shared Dashboards and Wallboards have more than 2000 widgets and they try to manage or add new Dashboards or Wallboards. (WBRT-8825)

Objects in the Line chart widget legend are now sorted in alphabetical order. (WBRT-8778)

Pulse now automatically reloads after an administrator propagates changes. Previously, you had to click a Reload icon if available. (WBRT-8745)

You can no longer save a widget if it overwrites changes propagated from the widget template. (WBRT-8731)

A unique number is now added to imported objects if they are identical to existing objects. Previously, they were imported with the same name. (WBRT-8724)

Thin sectors of Donut charts are now displayed properly. (WBRT-8713)

Pulse leaves the column menu open when you unselect column. Previously, it might close. (WBRT-8254)

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](#).

8.5.107.03

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/12/17	General			X		X

What's New

- Pulse now includes the ability to filter rows in the Grid Widget and Data View by column to display the current agent status even if the Show Agent State Icon is enabled for this statistic.
- A link to GAX is no longer displayed for users who have only Pulse privileges.
- You can now pin the Name column in the Grid Widget as defined by the Display Options.
- The Name column is now always pinned in the Data View.
- Pulse now provides an Alert Widget template. It allows you to create and configure an Alert widget to monitor all widgets alerts from a single panel, which provides a notification center for multiple dashboards.
- You can propagate template changes to user's widgets without recreating the existing widgets from scratch. Pulse asks you to propagate changes when you save updates to the template if there are any widgets based on that template.
- A dark theme is now available for the Wallboard in fullscreen mode.
- Pulse now supports working in multiple data centers with traffic minimized between sites for disaster recovery purposes.
- The transpose mode is now added to the Line Chart view and for Line Widget.
- A new `pull-collector` folder, for internal use only, is now included in the installation folder.

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:

Pulse no longer has memory leakage when you switch between tabs. (WBRT-8661)

Autoplay functionality in KPI and Donut widgets now continues to function when you switch between pages. (WBRT-8520)

Pulse now correctly displays statistics with different formats and values on line widgets. Previously, the statistics might have been incorrectly scaled. (WBRT-8355)

Pulse now requires a minimum version 8 of JRE. (WBRT-8322)

All Pulse tabs and windows within the same browser log out and in simultaneously, which prevents you from creating malfunctioning or losing widgets or tabs. (WBRT-8596)

Scroll bars in Grid Widget and Data View have an updated style are now hidden when they are not needed. (WBRT-6881)

The Callback template is no longer provided, because it is only supported in Genesys Engage cloud. (WBRT-8511)

You can now successfully save template changes after a series of edits including renaming and overwriting the template. Previously in this scenario, Pulse displayed a `TEMPLATE_NOT_FOUND` message. (WBRT-8502)

Your changes to the Grid widget settings are now preserved after you edit the widget. Previously, settings such as column width and filter were reset to their default values. (WBRT-8304)

You can no longer perform any actions while the Pulse DB is unavailable. Previously when you performed actions, you might lose widgets and tabs that you previously created. (WBRT-8424)

When Configuration Server is stopped, Pulse now shows a `Service unavailable` message after you reload a page. Previously in this scenario, Pulse displayed an empty screen. (WBRT-8625)

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](#).

8.5.106.05

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/08/17	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Pulse now correctly refreshes widget data according to the refresh interval, defined in the widget display options. Previously, Pulse might have requested data more frequently than defined. (WBRT-8460)

You can now specify an interval as low as 10 seconds for cycling Wallboards. Previously, Pulse allowed a minimum interval of 60 seconds. (WBRT-8449)

Pulse can now process unlimited simultaneous widget data requests. Previously, Pulse could process up to eight simultaneous requests. (WBRT-8434)

Pulse users can now successfully create or edit widgets. Previously in some scenarios, Pulse might have returned a Layout not found error. (WBRT-8409)

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](#)

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](#).

8.5.106.03

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/27/17	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

You can now edit IFRAME widgets successfully, even if the widget was created in an earlier release of Pulse. Previously, you could not edit IFRAME widgets created in release 8.5.102 or earlier after migration. (WBRT-8328)

You can now move Dashboard, Wallboard, and Widget templates from one folder to another. Previously, you could not move it after answering No to Do you want to replace it? (WBRT-8313)

You can now select more than one object with the same display name when you create or edit a widget. Previously, the widget wizard could become unresponsive after such a selection in Google Chrome browser. (WBRT-8265)

New widgets no longer overlap existing widgets in fullscreen mode. (WBRT-8231)

The Widget wizard no longer becomes unresponsive when the configuration contains a large number of objects (>2000) available for selection. (WBRT-7004)

Helpful Links

Releases Info

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

Product Documentation

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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](#).

8.5.106.02

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/16	General			X		X

What's New

- Administration

- You can import and export Pulse Dashboards, Wallboards, and Widget Templates from one environment to another.
- You can move Pulse Dashboards, Wallboards, and Widget Templates from one location to another in the central repository.

You can select and move one or more of these items to a different folder. The access permissions setup for individual items saved in Genesys Configuration Server remain the same after you move the items between Genesys Configuration Server folders.

- User Interface

- The Donut widget can display up to 10 statistics. The value in the center can be none, total, average, maximum, and minimum of the statistics displayed.
- Users can change the size of the Donut widget.
- The Grid widget and Data view provide quick search to filter agents based on their status.
- Wallboards can display an IFRAME widget.

- Architecture, Configuration, and Provisioning

- Change basic styles with custom js and css files to apply a new set of colors for the Pulse instance.

Example custom js and css files:

You can place js/css files into the GAX folder or styles/scripts subfolders. The options for loading custom js/css will be like the following:

```
pulse/load_css_custom=/gax/styles/custom.css
pulse/load_js_custom=/gax/scripts/custom.js
```

You can specify many options with load_css/load_js prefixes:

```
pulse/load_css_<style_name_1>=/gax/styles/custom_1.css
...
pulse/load_css_<style_name_n>=/gax/scripts/custom_n.css

pulse/load_js_<script_name_1>=/gax/styles/custom_1.js
...
pulse/load_js_<script_name_n>=/gax/scripts/custom_n.js
```

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The options do not require GAX server restart.

Note: Files placed to GAX folder or styles/scripts subfolders can be overwritten on upgrade. It is better to add to the files to a different directory accessible by http(s) protocol.

You can use a full URL when files are hosted on another web server:

```
pulse/load_css_custom=http://myhost:8181/mystyle.css  
pulse/load_js_custom=http://myhost:8181/myscript.js
```

Resolved Issues

This release contains the following resolved issues:

The line and value are now displayed correctly in Wallboard KPI widget. Previously, after reviewing warnings in the widget, the line disappeared and the text size of the value was too small. (WBRT-8243)

Pulse now has improved performance for components that include more than 50 selected items, such as Headline Statistic, Headline Object, and Cycle Objects. (WBRT-8190)

The Column Selector item no longer appears incorrectly within the Column Selector itself after you review warnings in a widget. (WBRT-8107)

Pulse now shows the correct time when you select a timezone that uses Daylight Saving Time. (WBRT-8083)

Pulse has improved performance by sharing statistic values among different widgets. Previously, such sharing was possible only between cloned widgets. (WBRT-8005)

You no longer need to enable Dir listing on the WebDAV server for Pulse. For 3rd party collectors with lighttpd you must specify the configuration option: `server.reject-expect-100-with-417 = "disable"` (WBRT-7986)

Graph colors now provide more contrast. (WBRT-7925)

The definitions of statistic types Average_Hold_Time, Total_Calls_Internal, and Total_Calls_Outbound are now correct. (WBRT-7871)

The default positions of Group By columns is now immediately before the columns for which they are specified. Previously, all Group By columns were added at the far right. (WBRT-7561)

Now Group By columns are shown in Grid Widget or Data View only if the column for which it is configured is shown. Previously, all Group By columns were shown. (WBRT-7560)

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](#).

8.5.105.01

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/19/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Genesys Pulse now displays all expected items in the navigation bar. Previously, in rare cases, some items might disappear from the bar. (WBRT-7873)

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Genesys Pulse now displays all warnings and errors in widgets for all supported languages. Previously, Genesys Pulse did not display this content for some languages. (WBRT-7866)

Genesys Pulse no longer uses excessive memory after performing multiple clone and delete operations. (WBRT-7855)

Genesys Pulse now displays values for all objects related to the selected time in the tooltip for the Line widget and Time Tracking. Previously, Genesys Pulse might show the values related to another time. (WBRT-7846)

Genesys Pulse now displays the widget title in the title of the Edit Widget wizard. Previously, Genesys Pulse displayed the name of the template. (WBRT-7839)

You can now log in to Genesys Pulse successfully after you manually log out. Previously, in rare cases,

you could not log back in. (WBRT-7824)

Genesys Pulse now successfully opens the tab containing a widget after the Edit Widget wizard is closed. Previously, if a user started the Edit Widget wizard from an Expanded tab that was already closed, Genesys Pulse did not switch tabs. (WBRT-7812)

Genesys Pulse now correctly sorts List and Grid widget data that contains n/a or Error values. (WBRT-7773)

The message Pulse is unavailable is now shown if a user attempts to open Genesys Pulse from a direct link after it is uninstalled. (WBRT-7739)

When you create a widget from the DataDepot template, the statistics in the widget remain the same as those displayed in the template. (WBRT-7736)

Time zone settings are now successfully applied to the Wallboard in fullscreen mode. (WBRT-7728)

Genesys Pulse now exits from Wallboard fullscreen mode when you press Escape using any supported browser. Previously, in the Microsoft Edge browser, you had to press Escape a second time. (WBRT-7716)

The Dashboard and Wallboard wizards no longer display duplicate rows after cloning an item with the same name. (WBRT-7705)

Genesys Pulse now shows the navigation bar correctly in all supported browsers. Previously, in Safari, the navigation bar might not have been displayed correctly after scrolling. (WBRT-7380)

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](#).

8.5.105.00

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/20/16	General			X		X

What's New

- Genesys Pulse now provides a wallboard for displaying Key Performance Indicator (KPI) widgets to enable you to broadcast and share information to your entire team. They are similar to dashboards, but designed for large screens in public places. The wallboard KPI widget is different from the dashboard KPI widget in that you can choose only one object and one statistic and either a regular or sparkline widget.

For a full screen view of your wallboard, launch the wallboard using the tab more menu. You can enable your wallboards to cycle at a specified interval in fullscreen mode. You can also customize the wallboard header (name, header color, and text color).

- Pulse now supports statistics with Group By feature of StatServer release 8.5.103 and higher in the Grid widget
- Genesys Pulse now provides a Callback Activity template.
- There are multiple enhancements to the Genesys Pulse interface.

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Resolved Issues

This release contains the following resolved issues:

Dashboards containing widgets with the warning "This widget is removed. Please delete it from your dashboard." can now be cloned. The removed widgets are not on the cloned dashboard. (WBRT-7706)

The expanded widget now correctly shows data after you add objects to address the No Objects. Please check widget configuration error. (WBRT-7663)

Genesys Pulse now displays dashboards correctly when the option `root_url` in GAX (gax.properties file) is set to `/`. (WBRT-7572)

The widget order is now preserved after switching tabs or reloading the page. (WBRT-7522)

Genesys Pulse no longer ignores configured privileges. (WBRT-7448)

All widgets update data successfully after removing another widget. Previously after removing a cloned widget, some widgets might stop updating data. (WBRT-7406)

The grid widget now continues to display content after columns are resized for browsers with a scale less than 100%. (WBRT-7403)

Genesys Pulse Quick Updates now successfully continue to run. (WBRT-7095)

Genesys Pulse now shows the error message appropriate for the type of login error. (WBRT-7088)

Genesys Pulse now displays a `Connection failed` message in the widgets if the connection to the server is lost. (WBRT-7076, ARK-1447)

Genesys Pulse now logs out users after an inactivity timeout if they have the `Pulse View Dashboard Restricted` privilege. Users with the `Pulse View Dashboard` privilege are not locked out. (WBRT-7028)

The row order in the expanded widget data view now correctly corresponds to the selected column. Previously, after hiding a statistic used for sorting data, the order of rows might be unpredictable. (WBRT-7019)

When you open the same dashboard in different sessions, the changes in a widget in one session are now automatically applied to the same widget in other sessions. (WBRT-6999)

Widget positions on a cloned dashboard are now the same as on the original dashboard. (WBRT-6935)

The order of columns in the grid widget now corresponds to the order in which the columns were selected during widget configuration. (WBRT-6872)

The statistic order shown on the donut widget is now the same as it was in releases 8.5.100 through 8.5.103 and corresponds to the order of statistics shown when adding or editing the widget. (WBRT-6851)

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](#).

8.5.104.05

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/18/16	General			X		X

What's New

This release includes only resolved issues. This version was first released as a Hot Fix on 05/16/16.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now caches information about access to objects whether or not the access is available, which reduces the number of requests to Configuration Server. (WBRT-7358)

After migration to Genesys Pulse release 8.5.102 or Genesys Pulse 8.5.104, widgets that were created in Genesys Pulse 8.5.000 used with GAX 8.5.2 or higher function as expected. Previously, widgets might return a Widget Removed message. (WBRT-7159)

"No Data Available" no longer appears on the line widget when the configured time zone in User Preferences or System Preferences and the local time zone of the browser have different rules for Daylight Saving Time. (WBRT-7017)

The value of a number on a line chart is no longer displayed as a percentage. (WBRT-7014)

When you launch an existing dashboard, Genesys Pulse no longer returns a Tab not found message if you switched tabs or modified a widget position right after launching the dashboard, but before the dashboard became active. (WBRT-7003)

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A statistic selected for thresholds on the Line Widget is now saved between page reloads or when switching between tabs. (WBRT-6862)

You can now use the wizard to add functioning IFRAME widgets and templates, as well as widgets that collect data from a 3rd party Collector. (WBRT-5843)

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](#).

8.5.104.04

Genesys Pulse Release Notes

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

What's New

This release includes only resolved issues.

Helpful Links

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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)

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](#).

8.5.104.01

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/29/16	General			X		X

What's New

- The icons for the dashboard and expanded widgets now distinguish the tabs from each other.
- Users with Genesys Pulse View Dashboard or Genesys Pulse View Dashboard Restricted permissions can no longer expand widgets to tab. To provide this ability to a user, assign the Genesys Pulse Manage Tabs privilege to the corresponding role.
- The following charts were renamed:
 - Line to Time Tracking
 - Grid to Data

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Resolved Issues

This release contains the following resolved issues:

Stacked and Grouped Bar charts in expanded widgets are now called Comparison and Performance respectively. (ARK-1590)

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](#).

8.5.103.05

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/09/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now properly displays the Objects and Statistics selection screen in the Chrome browser version 48 and higher. (WBRT-6686)

Genesys Pulse now enables you to log in to GAX and see screens as expected.

Important! To successfully upgrade from release 8.5.103.0x, you must delete all the following files if they exist in either the <GAX dir>/plug-ins or <GAX dir>/webapp/WEB-INF/lib folders:

- jackson-annotations-2.6.0.jar
- jackson-core-2.6.0.jar
- jackson-databind-2.6.0.jar

Previously in releases 8.5.103.0x, GAX screens might not appear or be incomplete. In rare cases, Genesys Pulse might have prevented you from logging in to GAX. (WBRT-6680, WBRT-6659)

In Firefox, after you delete a widget, other widget content now remains. Previously, the content might disappear. (WBRT-6297)

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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](#).

8.5.103.03

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/15/16	Hot Fix			X		X

What's New

- Genesys Pulse now supports the following browsers:
 - Microsoft Internet Explorer 11
 - Microsoft Edge 12
 - Mozilla Firefox 42+
 - Google Chrome 46+
 - Apple Safari 8+
- The Genesys Pulse API has the following changes:
 - GET/PUT/POST/DELETE for api/wbrt/layouts now works only with layouts
 - GET/PUT/POST/DELETE for api/wbrt/templates is now added for use with templates
 - GET/PUT/POST/DELETE for api/wbrt/tabs is added for use with dashboards (handled previously by GAX)
- Genesys Pulse has new Twitter Media Activity and Facebook Media Activity templates and an updated Chat Agent Activity template. To use these templates, deploy the latest pulse_statistics.cfg file to the Stat Servers you use for Genesys Pulse.

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Resolved Issues

This release contains the following resolved issues:

Alerts configured with value set to 0 (zero) are no longer reset when you edit a widget or template. (WBRT-6409)

The `template.xls` file containing template descriptions is now available after installation. Previously, since release 8.5.103.01, it was not installed as expected. (WBRT-6401)

Only the user's widgets are counted if the widgets limit per user is enabled. Previously, all widgets saved on the current user's dashboards were counted (WBRT-6333)

The add and edit a widget tabs no longer stay open after you delete the dashboard or widget that is being edited. (WBRT-6319)

The widget is saved correctly if you repeatedly press **Save** while creating a widget before the tab closes. Previously, multiple widgets were added to the dashboard. (WBRT-6294)

Genesys Pulse performance is no longer impacted if you perform multiple operations, such as creating or editing widgets, or opening or closing multiple management tabs. (WBRT-6279)

Genesys Pulse now supports Microsoft Internet Explorer 11 and Safari 8. (WBRT-6233, WBRT-6231)

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](#).

8.5.103.01

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/15	General			X		X

What's New

- There are multiple enhancements to the Genesys Pulse interface.
- Genesys Pulse now supports IIS WebDAV extension on Windows 2012.
- You can now filter logged-out agents from your reports within a report template.
- You can now save and share custom dashboards with other users.

IMPORTANT NOTE:

- You cannot migrate to this Genesys Pulse release from earlier releases.
- Internet Explorer and Safari 6,7,8 are not supported.

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Resolved Issues

This release contains the following resolved issues:

Genesys Pulse privileges by the Role on the Assigned Privileges tab in the Genesys Pulse section are updated to the following:

- **Genesys Pulse View Dashboard**—User has read-only access to launched dashboards (includes the ability to stay on the dashboard).
- **Genesys Pulse View Dashboard Restricted**—User has read-only access to launched dashboards (excludes stay on dashboard ability).
- **Genesys Pulse Read All Layouts**—Read-only access to all layouts.
- **Genesys Pulse Manage Tabs**—User can launch and close dashboards.
- **Genesys Pulse Edit Widget Display**—User can modify widget display options.

-
- **Genesys Pulse Manage Widgets**—User can create, remove, or modify all widget options.
 - **Genesys Pulse Manage Shared Dashboards**—User can create, remove, or modify shared dashboards.
 - **Genesys Pulse Manage Templates**—User can create, remove, or modify templates.
 - **Genesys Pulse Write Snapshots**—User can upload snapshots for layouts.
 - **Genesys Pulse Add Widgets Without Limit**—User can add any number of widgets.

(WBRT-6073)

Genesys Pulse no longer relies on the Person object permissions to manage a widget. (WBRT-5981)

Genesys Pulse no longer creates duplicate templates when it starts. Previously, some Genesys-provided templates might be duplicated when two Genesys Pulse instances started simultaneously. (WBRT-5897)

Genesys Pulse no longer displays warning messages about unsaved changes during statistic changes and all changes are saved automatically. Previously when one statistic was deleted while another was created, Genesys Pulse might display an unnecessary warning message "Please Confirm. Any changes you have made will be lost." (WBRT-5868)

You can now remove widgets from the dashboard even if you do not have write access to your person object. Previously in this scenario, after you reloaded the page, Genesys Pulse continued to display the deleted widgets with the message "Widget is removed. Please delete it from your Dashboard." (WBRT-5829)

Widgets now successfully load in a browser window if you edit the widget in another browser window. (WBRT-5595)

Genesys Pulse Grid row order in maximized view no longer changes after you hide a statistic used for sorting. (WBRT-4909)

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](#).

8.5.102.03

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/15	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

After you upgrade to Genesys Pulse 8.5.102.03, Genesys Pulse now displays all templates with statistics during the statistics step in the widget wizard. Previously after you upgraded to Genesys Pulse 8.5.102.02, some custom templates might have shown an empty list on the statistic selection screen of the wizard. (WBRT-5672)

Genesys Pulse now preserves the sorting order in the Grid widget after you reload the dashboard. Previously, the sorting order reloaded as ascending. (WBRT-5650)

The help link now correctly opens the Genesys Pulse help. Previously, the link incorrectly opened the documentation landing page. (WBRT-5650)

Column sizes in the grid on some GAX screens (like Persons) are now correct after your perform edits on a widget. Previously, after your performed an edit of a Genesys Pulse widget, the size of Name column on subsequent GAX screens was sometimes too small. (WBRT-5645)

Genesys Pulse now applies changes to templates immediately without requiring that you close the wizard dialog. Previously, you might sometimes have seen the previous version of a template if you updated the template while creating a new widget. (WBRT-5643)

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The Grid widget performance while loading and updating data is now improved. Previously, the dashboard might have momentarily frozen or the scrolling might have slowed. (WBRT-5615)

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](#).

8.5.102.02

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/15	General			X		X

What's New

- The Line Widget now includes:
 - Time interval controller options: 15 min, Hour, and Day
 - Alerts
 - Tooltip with value
- Ability to set limit of widgets per user.
- Ability to hide statistics on template level. Genesys Pulse does not display hidden statistics on widgets, although it uses them in formula calculations.
- New templates:
 - Chat Agent Activity
 - Chat Queue Activity
 - Email Agent Activity
- Template updates:
 - New hidden statistics with enabled User Data is now added to Agent Login template for Service Type, Customer Segment, Service Sub Type, and Business Result metrics calculations. User Data examples now added to Agent Login template.
 - Minor updates to Agent KPIs, Agent Group Status, and Chat Queue KPI templates.

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Resolved Issues

This release contains the following resolved issues:

To receive latest statistic definitions, before you import an updated `pulse_statistics.cfg`, confirm

that the Stat Server application options do not have following sections:

- [CallsAnswered]
- [CurrAgentsLoggedIn]
- [CurrAvgCallWaitingTime]
- [CurrNumberWaitingCalls]
- [Total_Calls_Abandoned]
- [Total_Calls_Internal]
- [Total_Calls_Outbound]
- [Total_Queue_Wait_Time]

To make sure these definitions are correct, you must remove these sections manually if they exist before you import `pulse_statistics.cfg`. (WBRT-5593)

After switching between Genesys Pulse and other GAX plug-ins, you can now scroll as expected, starting with GAX 8.5.210.12. Previously, scrolling might be slower than expected and you had to reload the page. (WBRT-5589)

You can now continue to use your dashboard after you try to reset it to the default dashboard. Previously, if you did not have privileges to change your own Person object, the selected dashboard stopped functioning. (WBRT-5480)

Thresholds in Line chart are no longer lost when another action, such as Statistic selection, is performed in another chart. (WBRT-5402)

The grid sort direction no longer changes when you change your browser tab or new data arrives. Previously starting with GAX 8.5.210.06, the sort direction might have changed. (WBRT-5439)

Genesys Pulse now shows data in the Agent Login template for the Service Type, Customer Segment, Service Sub Type, and Business Result metrics with default settings. Previously to see these metrics in your report data, you had to clone the Agent Login template, edit the Current Status metric and select the User Data check-box, and then create a new widget from your cloned template. (WBRT-5354)

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](#).

8.5.101.03

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/11/15	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The IFRAME widget no longer sticks in a pending state after you update its refresh rate. (WBRT-5374)

Users without Genesys Pulse Manage Widgets privileges can no longer see the custom refresh rate field called > 60sec in the wizard. Previously, this field might incorrectly appear and if they tried to update the field, they could not save their widget. (WBRT-5370)

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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](#).

8.5.101.02

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/15	General			X		X

What's New

- The following stat type definitions are changed:
 - Utilization now has MainMask=CallInbound, CallInternal, CallOutbound, CallConsult, CallUnknown, CallOnHold, AfterCallWork.
 - Continuous_Login_Time now has MainMask=*,~NotMonitored,~LoggedOut.
 - Average_Handle_Time now has RelMask=CallInbound, CallInternal, CallOutbound, CallConsult, CallUnknown.

If you upgrade Genesys Pulse from a previous release, you must overwrite the definitions of these statistics to have the correct definitions.

- The style of scroll bars in the Grid widget is now unified with scroll bars in other Genesys Pulse widgets.
- Genesys Pulse displays updated Agent Status icons when used with GAX release 8.5.200.18 or higher.
- Genesys Pulse introduces a new Line Widget for your dashboard.
- The following Genesys Pulse templates are now updated:
 - Queue KPIs
 - Agent KPIs
 - Agent Group Status
 - Agent Login
 - eServices Queue KPIs
 - eServices Agent Activity
 - Email Queue Activity

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Resolved Issues

This release contains the following resolved issues:

Genesys Pulse snapshot cleaning can now be disabled by setting the `snapshot_expire_timeout` option in the [Genesys Pulse] section to 0 (zero). (WBRT-5273)

You can now install both Genesys Pulse and GVP Reporting GAX plug-ins. Previously in this scenario, GAX could not start. (WBRT-5201)

The maximum size of the IFRAME widget is now limited to 3x3. Previously, you could not reach the More menu item if the widget was too wide. (WBRT-5171)

The Autoplay option is now available for Donut widgets when you choose the Cycle By Objects option. (WBRT-5159)

Users that have only the Edit Widget Displays privilege no longer see the refresh rate option for an IFRAME widget. Previously, if such users attempted to update the refresh rate, they could not save their widget. (WBRT-5156)

Values in the Line chart tooltip are now shown correctly. Previously, values might be incorrectly shown or not shown. (WBRT-5154)

The Genesys Pulse browser memory consumption and performance are now improved when Genesys Pulse remains open in the browser. Now a Line chart shows historical data with the following density:

- one minute for the last 15-minute interval
- 5 minutes for the last hour interval
- 20 minutes for the rest

The number of objects that can be shown on a Line chart is now limited to 10. Previously, the memory consumption and performance could lead to an unresponsive browser or a browser crash. (WBRT-5153)

Genesys Pulse now shows the latest available data but with the warning message, Data is too old. Make sure that Collector is up and running. Previously, Genesys Pulse showed the messages Service Unavailable and Collector doesn't respond. Try backup. (WBRT-5119)

Switching between primary and secondary instances of Genesys Pulse must now be performed by an external load balancer. Previously, the `access_url` option was used for configuring a link to the backup Genesys Pulse and Genesys Pulse Collector pair. Switching between primary and secondary Genesys Pulse Collectors now is performed by Genesys Pulse (if configured). (WBRT-5119)

Genesys Pulse no longer checks permissions for access to objects in a snapshot for users with Genesys Pulse Read All Layouts privilege. Scripts that use Genesys Pulse API reduce the load on Genesys Pulse. (WBRT-5110)

Users with the appropriate privileges can now clone IFRAME templates. (WBRT-5066)

The definition of the `Average_Handle_Time` stat type is now correct and widgets created from the Agent KPIs template now show the correct value. (WBRT-5044)

Overall List widget performance is now improved for large data sets: scrolling and resizing work faster. The number of objects displayed in the List widget is now limited to 100. (WBRT-4973)

The Template wizard now can be cancelled or closed after a statistic was deleted during its edit. (WBRT-4970)

New users now see the default dashboard the first time they access Genesys Pulse when using GAX 8.5.200.18 or higher and Genesys Pulse 8.5.101.02. Previously in this scenario, Genesys Pulse displayed a blank dashboard. (WBRT-4967)

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](#).

8.5.100.01

Genesys Pulse Release Notes

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

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](#)
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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](#).

Release 8.5.0

Genesys Pulse Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Pulse, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.010.12

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/14	General			X		X

What's New

- You can now create external data for display in Genesys Pulse by using the Genesys Pulse Restful Web Service API.
- Genesys Pulse can now report data for Context Services activities with the GMS collector integrating Data Depot and Genesys Pulse.
- Widgets now rapidly refresh statistics that have change-based notifications, at a speed depending on factors such as network speed, system load, and number of updates.
- Genesys Pulse now provides a migration tool to enable migration from releases 8.5.000 and 8.1.4 to release 8.5.010.

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now correctly displays the Utilization statistic from the eService Agent Activity template as a percentage. Previously in some scenarios, the statistic was incorrectly displayed as a string. (WBRT-4898)

Creating templates with a statistic that has its value set to Time Range 1 without specifying a Time Range value no longer causes an incorrect configuration. (WBRT-4854)

The Line chart now correctly displays data in scenarios when a connection problem occurred the first time data was loaded. (WBRT-4675)

Genesys Pulse now correctly displays truncated long values on the vertical axis of line charts. (WBRT-4568)

Helpful Links

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If you use MS SQL server for your Genesys Pulse database, a database lock no longer unexpectedly appears in certain scenarios. (WBRT-4546)

The **Insensitivity** field is now validated on the page to edit statistics. (WBRT-4406)

When a user switches between "By Group" and "By Individual Objects", the object tree now displays correctly. (WBRT-4349)

Performance: Widgets used on the default dashboard do not remain in the system when the user's or default dashboard do not refer to them. (WBRT-4164)

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](#).

8.5.000.18

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/12/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Browser performance is now improved for users that leave Genesys Pulse open for long periods of time, due to the following updates:

- Line charts now show historical data with following density:
 - 20 minutes for the last 24-hour interval
 - 5 minutes for the last hour interval
 - One minute for the last 15-minute interval
- Genesys Pulse now limits the number of objects shown on a Line chart to 10.

Previously, Genesys Pulse might have been unresponsive or the browser might crash. (WBRT-5153)

Genesys Pulse now limits the number of objects shown in the List widget to 100, which improves performance including scrolling and resizing. (WBRT-5145)

Helpful Links

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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](#).

8.5.000.16

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/18/14	General			X		X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

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Genesys Pulse now updates the configuration of widgets that are expanded to tab when you make a change to the source widget. Previously, the expanded widget could contain a different configuration after you made changes to the source widget. (WBRT-4414)

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After migration from Genesys Pulse release 8.1.4, shared widgets now expand to their own tabs if you reset several tabs to the default dashboard. Previously, shared widgets might expand to the same tab. (WBRT-4412)

Genesys Pulse now correctly displays the correct sum value for 0thers in the Donut widget. (WBRT-4336)

After migration from Genesys Pulse release 8.1.4:

- Genesys Pulse can now successfully expand a widget on the tab that contains widgets from the release 8.1.4 default dashboard when there are expanded widgets on another tab.
- Genesys Pulse now opens the correct widget when you select **Edit** from an expanded widget.

(WBRT-4335)

Genesys Pulse now displays more than one CampaignCallingList object with the same Campaign in a widget. (WBRT-4334)

After migration from Genesys Pulse release 8.1.4, Genesys Pulse now correctly displays the statistic as the List widgets headline. Previously in some scenarios, Genesys Pulse displayed the object. (WBRT-4332)

Genesys Pulse now displays alerts on Donut widgets in preview mode when you select **Cycle By Object** in Display Options. Previously, Genesys Pulse displayed the alerts only in the Expanded view of the widget. (WBRT-4330)

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](#).

8.5.000.14

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/14	General			X		X

What's New

- Genesys Pulse has an enhanced design that includes these usability improvements:
 - Multiple dashboard views that are managed by using tabs.
 - Ability to export widget data in CSV (comma-separated values) format.
 - A new Grid widget.
 - On KPI widgets, the ability to scroll through multiple statistics for single objects.
 - On Donut widgets, the ability to display multiple objects and multiple statistics.
 - On List widgets, the ability to display multiple statistics for one object and one statistic for multiple objects.
 - Option to display Agent Status with an icon instead of text.
 - 15-second widget refresh rate.
 - Line charts.
 - Predefined templates for email, SMS, chat, social media, outbound, and iWD.
 - Monitors additional object type of DN Group, Routing Points.
 - A symbol at the end of a statistic name to indicate when statistics already have configured thresholds during threshold selection.
 - 24-hour period statistic or object trends, so you can verify service levels or call trends and adjust staffing or routing.
- The following changes are made to the [Genesys Pulse] section configuration options:
 - Added the `editable_templates`, `install_templates`, and `snapshot_expire_timeout` options.
 - Removed the `pause_timeout` option.
- Genesys Pulse now supports:
 - MS SQL Server 2012 and Oracle 12c databases.
 - Windows Server 2012.
 - Internet Explorer 11.

Helpful Links

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

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Resolved Issues

This release contains the following resolved issues:

Genesys Pulse no longer provides print preview within the dashboard. (WBRT-3643)

When the JDBC connection cannot be opened, Genesys Pulse attempts to reload widgets. Previously in this scenario, you had to reload the browser window. (WBRT-3235)

While editing a Template in the Statistics step, Genesys Pulse now requests confirmation about unsaved changes. Previously, Genesys Pulse did not request confirmation after the first successful save. (WBRT-3225)

When creating a KPI widget, you can select only 10 objects to save for each widget. Previously, you could have selected more than 10 objects, but Genesys Pulse only saved 10 of them. (WBRT-3224)

Genesys Pulse no longer allows you to create a widget containing both individual objects and groups. (WBRT-3208)

If the same dashboard is opened in two different browsers (or different windows of the same browser), changes made in some widget on this dashboard in one session are now also applied to the second session. Previously, you might have needed to reload your browser window to synchronize the updated information in the second session. (WBRT-3191, WBRT-3180)

The List and KPI widgets are now updated when a user does not have permission to view all of the selected objects. (WBRT-3168)

The type of objects at the Select Objects step in the Wizard now displays correctly in case of quick switching between By Individual Object and By Group. (WBRT-3166)

A statistic newly added to a widget is now automatically shown in a grid. (WBRT-3162)

The selected objects are now properly updated when a Quick Filter is applied to the list of objects. (WBRT-3072)

If a widget is changed on the default dashboard, Genesys Pulse now displays a widget correctly. Previously in some scenarios, the headings overlapped the graphics. (WBRT-3053)

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](#).