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User's Guide

Configuring Pulse

5/9/2025

Configuring Pulse

Steps to enable the Pulse features available for Context Services in the GAX interface. If you configure Pulse options, you will get widgets including Context Services statistics in your Pulse Dashboard.

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Pulse is a widget-driven, graphical user application, which is accessible from a web browser as a Genesys Administrator Extension (GAX) plug-in application. Using a direct communication link to a real-time metrics engine, Stat Server, Pulse enables at-a-glance views of real-time contact center statistics within the GAX user interface.

Context Services installation already includes default templates for Pulse. If you configure Pulse options, as detailed below, Context Services pushes events to the Stat Server for Pulse which are then available for users in the Pulse dashboards and widgets.

> **Important**
>
> See the Pulse portal page for detailed documentation on this tool.

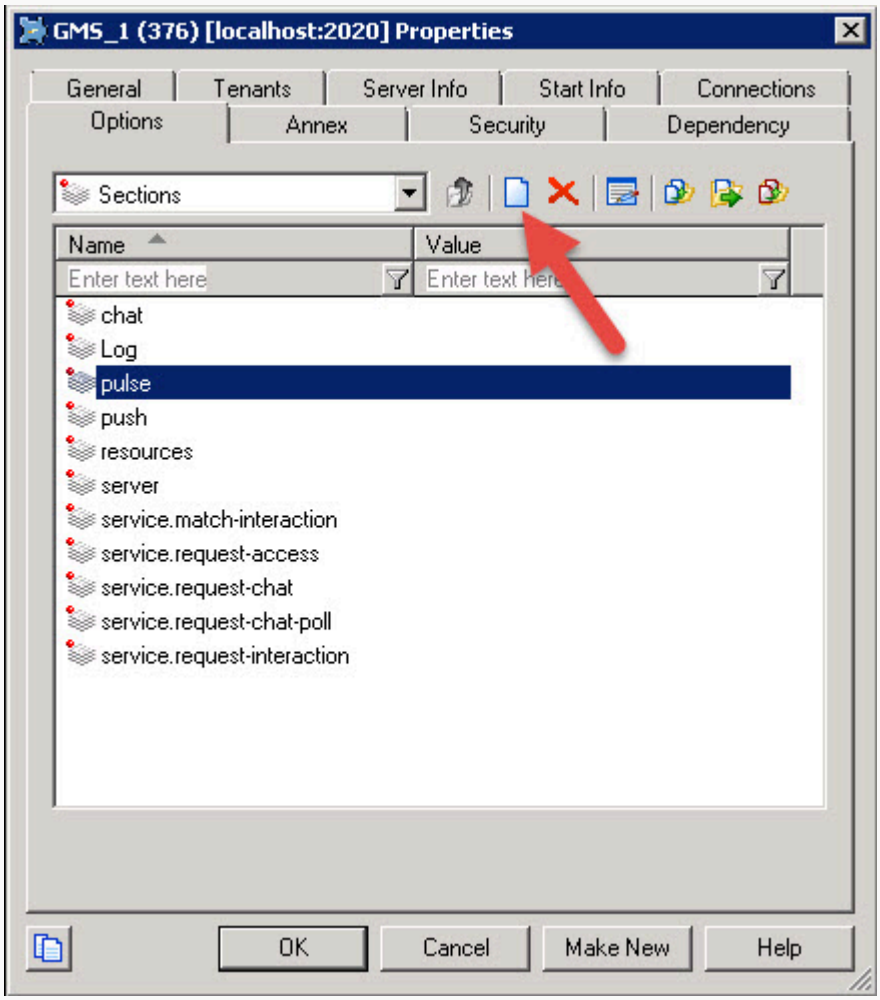
Procedure: Configuring Pulse Options

Purpose: To create and configure the `pulse` section

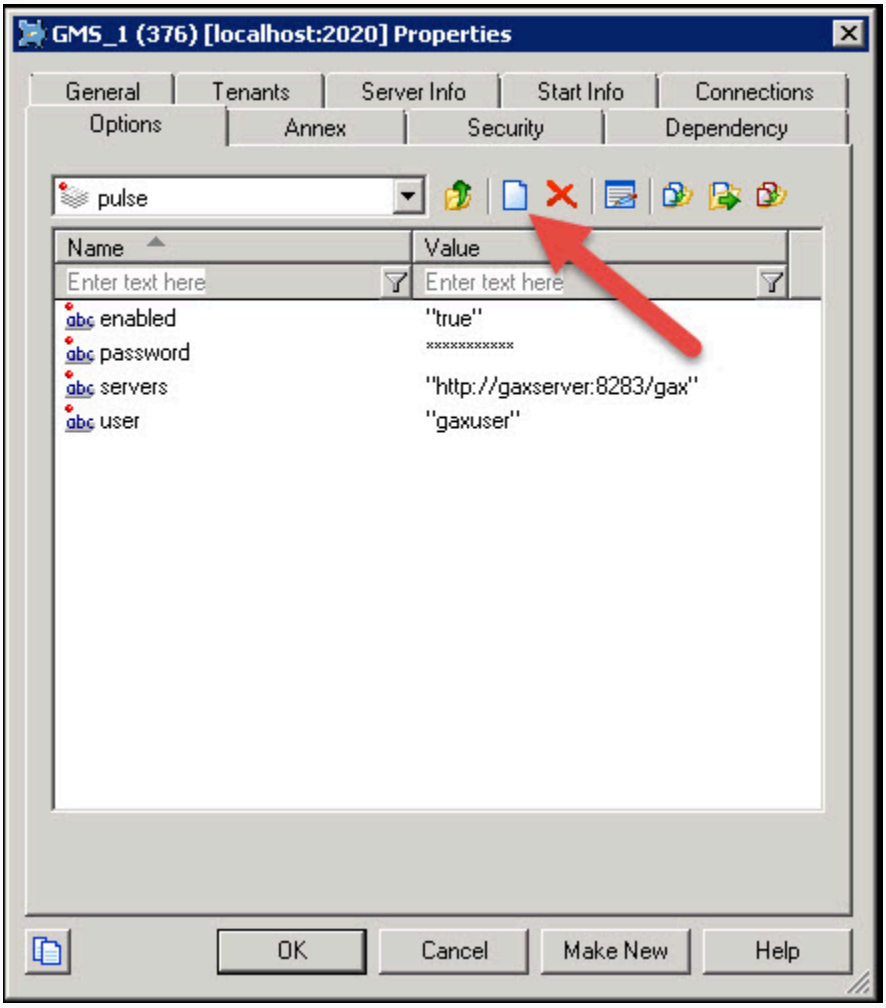
- You already activated Context Services.
- You already deployed Pulse.

Steps

1. Start the Configuration Manager and navigate to **Applications**.
2. Edit your Context Services application.
3. Select the `Options` tab, and click the `New` button to create a new section.
    - Enter `pulse` for the Section.



4. Select the section and click the New button to create the following options:
   - Enter `enabled` for the `Name`, then `true` for the `Value`. Click **OK**.
   - Enter `user` for the `Name`, then a username who has Pulse authorizations for the `Value`. Click **OK**.
   - Enter `password` for the `Name`, then the username's password for the `Value`. Click **OK**.
   - Enter `servers` for the `Name`, then a list of one or more URLs separated by semicolons which point to Pulse applications for the `Value`; for instance: "`http://gax1dev:8283/gax;http://gax2dev:8283/gax`". Click **OK**.
   - Enter `version` for the `Name`, then "2" for the `Value`. Click **OK**.


GMS_1 (376) [localhost:2020] Properties
General
Tenants
Server Info
Start Info
Connections
Options
Annex
Security
Dependency
pulse
Name
Value
Enter text here
Enter text here
enabled
"true"
password
****
servers
"http://gaxserver:8283/gax"
user
"gaxuser"
OK
Cancel
Make New
Help