Genesys Pulse Deployment Guide

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Pulse is a Genesys Administrator Extension (GAX) plug-in application that enables at-a-glance views of real-time contact center statistics within the GAX graphical user interface. Pulse uses widgets to display user-defined List, Donut, Key Performance Indicator (KPI), or Grid charts of statistics for objects.

Important

This Deployment Guide provides instructions for a new installation of Pulse. To migrate from an earlier version of Pulse, start with the *Pulse 8.5 Deployment Procedure*.

About Pulse

Find overview information about architecture, components, and other concepts for Pulse.

Introducing Pulse

Architecture

Framework Components

Deploying Pulse

Plan your environment and install deploy Pulse.

Deploying Pulse and Pulse Collector

Configurations Options

Application Files

Starting and Stopping

Start or stop the applications:

Pulse

Pulse Collector

Change History

Find information about what has changed in this release of the content.

Change History