

GENESYS

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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. On the Pulse dashboard, widgets display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts of statistics for objects. You can view and select additional details and options by expanding a widget. Once maximized, you can choose a Stacked Bar, Grouped Bar, Grid or Line Chart view. You can also sort the data, select which objects to include, and edit the widget. See the Pulse Help for an overview of how to use Pulse.

Important

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

About Pulse

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

Pulse Help

Architecture

Framework Components

Deploying Pulse

Plan your environment and install Pulse.

Deploying Pulse and Pulse Collector

Configurations Options

Configure Memory Dumps

Display external data in Pulse

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