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Genesys Pulse Deployment Guide

Genesys Pulse Restful Web Service API

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Genesys Pulse Restful Web Service API

Display external data in Genesys Pulse by using the Genesys Pulse Restful Web Service API.

Important

The API is subject to change at any time without notice.

Contents

- 1 Genesys Pulse Restful Web Service API
 - 1.1 /api/wbrt/templates
 - 1.2 /api/wbrt/templates/<guid>
 - 1.3 /api/wbrt/layouts
 - 1.4 /api/wbrt/layouts/<guid>
 - 1.5 /api/wbrt/layouts/<guid>/snapshot
 - 1.6 /api/wbrt/layouts/<guid>/snapshots
 - 1.7 /api/wbrt/widgets
 - 1.8 /api/wbrt/widgets/<guid>
 - 1.9 /api/wbrt/tabs
 - 1.10 /api/wbrt/tabs/<guid>
 - 1.11 /api/wbrt/import
 - 1.12 /api/wbrt/export
 - 1.13 /api/plugins/wbrt/health
 - 1.14 Troubleshooting
 - 1.15 Examples

/api/wbrt/templates

Methods:

[+] GET

Returns array of templates by specified parameters.

Example request URI(s):

- /api/wbrt/templates
- /api/wbrt/templates?uscn=1
- /api/wbrt/templates?uscn=1&type=ItGENERIC

Request query parameters

name	required	type	description
uscn	no	long	specifies uscn, for filtering templates changed after this USCN (non inclusive)
type	no	string, available values: ItGENERIC ItPCREGULAR ItPCPERFORMANCE ItDATADEPOT ItIFRAME ItOTHER	specifies type

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).
- or
- Pulse Read All Layouts—User can access all Pulse layouts as read-only.

Available response representations:

- 200 - application/json with array of template.
- 400 - Request is not valid, application/json with details:
 - { "message": "INVALID_URL" } - incorrect request parameters specified.
- 403 - User does not have privileges.

[+] POST

Creates new template.

Request query parameters

name	required	type	description
overwrite	no	boolean	if true, then templates with the same name and saved to the same location will be removed

By default template is created with `proxy_access_object.dbid = 0` and shared for everyone without creating proxy access object.

If you want to control access, then specify empty `proxy_access_object.dbid` for creating proxy access object:

```
{
  "definition": {
    ...
    "proxy_access_object": {
    }
  }
}
```

You can specify `dbid` of folder where proxy access object must be created by `proxy_access_object.folder_dbid`. For folders in other tenant you have to specify `proxy_access_object.tenant_dbid` as well.

Available request representations:

- application/json with template configuration.

Required permission:

- Pulse Manage Templates—User can create, remove, or modify templates.

Available response representations:

- 200 - New template was successfully created, redirect to newly created template.
- 400 - Provided template configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - template has invalid format
 - { "message": "INVALID_LAYOUT_DEFINITION" } - template definition is invalid
 - { "message": "PROXY_ACCESS_OBJECT_REQUIRED" } - no proxy access object specified
 - { "message": "OBJECT_NAME_CONFLICT" } - template with same name already exists in the folder. Retry with `overwrite = true` to remove duplicate templates.
- 403 - User does not have privileges.

/api/wbrt/templates/<guid>

Methods:

[+] GET

Return template with specified id.

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).

or

Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

or

Pulse Read All Layouts—User can access all Pulse layouts as read-only.

Available response representations:

- 200 - application/json with requested template.
- 403 - User does not have privileges.

[+] PUT

Updates template with specified id.

Important

The request does not create new template if it does not exist.

Request query parameters

name	required	type	description
overwrite	no	boolean	if true, then templates with the same name and saved to the same location are removed

The method can be used to move template between folder. Execute with `proxy_access_object.dbid = 0` to make it as shared for everyone, or specify target folder in `proxy_access_object.folder_dbid`. For moving between tenants also specify `proxy_access_object.tenant_dbid`.

Available request representations:

- application/json with template configuration.

Required permission:

- Pulse Manage Templates—User can create, remove, or modify templates.

Available response representations:

- 200 - Template was updated
- 400 - Provided template configuration is not valid, application/json with details:
 - { "message": JSON_PARSE_ERROR } - template has invalid format
 - { "message": INVALID_LAYOUT_DEFINITION } - new template definition is invalid
 - { "message": "OBJECT_NAME_CONFLICT" } - template with same name already exists in the folder. Retry with overwrite = true to remove duplicate templates.
 - { "message": "CONCURRENT_DB_MODIFICATION" } - uscn value provided in the request is older than uscn of the modifying object on the server. Remove the uscn from the request to overwrite the saved object or set the correct uscn value and retry.
- 403 - User does not have privileges.
- 404 - Template does not exist, application/json with details:
 - { "message": "TEMPLATE_NOT_FOUND" } - template not exists

[+] DELETE

Delete template with specified id.

Required permission:

- Pulse Manage Templates—User can create, remove, or modify templates.

Available response representations:

- 200 - Template was deleted
- 204 - Template was already deleted
- 403 - User does not have privileges.

/api/wbrt/layouts

Methods:

[+] GET

Returns array of layouts by specified parameters.

Example request URI(s):

- /api/wbrt/layouts

- /api/wbrt/layouts?uscn=1
- /api/wbrt/layouts?uscn=1&type=ItGENERIC

Request query parameters

name	required	type	description
uscn	no	long	specifies uscn, for filtering layouts changed after this USCN (non inclusive)
type	no	string, available values: ItGENERIC ItPCREGULAR ItPCPERFORMANCE ItDATADEPOT ItIFRAME ItOTHER	specifies layout type

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).
- or
- Pulse Read All Layouts—User can access all Pulse layouts as read-only.

Available response representations:

- 200 - application/json with array of layout.
- 400 - Request is not valid, application/json with details:
 - { "message": "INVALID_URL" } - incorrect request parameters specified.
- 403 - user doesn't have privileges.

[+] POST

Creates new layout.

Available request representations:

- application/json with layout configuration.

Required permission:

- Pulse Manage Widgets—User can create, remove, or modify all options of widgets.

Available response representations:

- 200 - New layout was successfully created, redirect to newly created layout.
- 400 - Provided layout configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - layout has invalid format
 - { "message": "INVALID_LAYOUT_DEFINITION" } - layout definition is invalid
 - { "message": "CONCURRENT_DB_MODIFICATION" } - uscn value provided in the request is older than uscn of the modifying object on the server. Remove the uscn from the request to overwrite the saved object or set the correct uscn value and retry.
- 403 - User does not have privileges.

/api/wbrt/layouts/<guid>

Methods:

[+] GET

Return layout with specified id.

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).
- or
- Pulse Read All Layouts—User can access all Pulse layouts as read-only.

Available response representations:

- 200 - application/json with requested layout.
- 403 - User does not have privileges.
- 404 - Layout does not exist or current user doesn't have any widgets for this layout, but there are some widgets of other users (layout owned by some other user)

[+] PUT

Updates layout with specified id. If there are more than one widget for this layout, then the new layout is created and returned in response.

The request does not create new layout if it does not exist

Available request representations:

- application/json with layout configuration.

Required permission:

- Pulse Manage Widgets—User can create, remove, or modify all options of widgets.

Available response representations:

- 200 - Layout was updated, redirect to new newly created layout if any
- 400 - Provided layout configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - layout has invalid format
 - { "message": "INVALID_LAYOUT_DEFINITION" } - new layout definition is invalid
 - { "message": "CONCURRENT_DB_MODIFICATION" } - uscn value provided in the request is older than uscn of the modifying object on the server. Remove the uscn from the request to overwrite the saved object or set the correct uscn value and retry.
- 403 - User does not have privileges.
- 404 - Layout does not exist, application/json with details:
 - { "message": "LAYOUT_NOT_FOUND" } - layout does not exist

[+] DELETE

Delete layout with specified id.

Required permission:

- Pulse Manage Widgets—User can create, remove, or modify all options of widgets.

Available response representations:

- 200 - Layout was deleted
- 204 - Layout was already deleted
- 400 - could not remove specified layout, application/json with details:
 - { "message": "FIRST_DELETE_RELATED_WIDGETS" } - try to remove layout before related widgets.
- 403 -In case if user doesn't have privileges.

/api/wbrt/layouts/<guid>/snapshot

Methods:

[+] GET

Returns recent snapshot for specified layout.

NOTE: If user doesn't have "Pulse Read All Layouts" privilege then this method performs additional rows filtering based on user access restrictions for snapshots with layout_type = **ItPCREGULAR** and layout_type = **ItPCPERFORMANCE**. Rows with objects not accessible for the user are filtered out. It must work as follows: if there is column _Object\$CfgType, then use pair (_Object\$CfgType, _Object\$ID) to check permissions, otherwise attempt the usual combination (_Object\$Type,

_Object\$ID).

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).
- or
- Pulse Read All Layouts—User can access all Pulse layouts as read-only.

Available response representations:

- 200 - application/json snapshot.
- 204 - no content, snapshot not exists
- 403 - User does not have privilegess.
- 404 - Related resource does not exist, application/json with details:
 - { "message": "LAYOUT_NOT_FOUND" } - layout does not exist

[+] POST

Saves the snapshot for the layout with the specified id. Uses the timestamp property from the LayoutSnapshot to distinguish a different snapshot. If there is already a saved snapshot with the same timestamp, then it is overwritten.

Available request representations:

- application/json with snapshot.

Required permission:

- Pulse Write Snapshot—User can upload snapshots for layouts.

Available response representations:

- 200 - snapshot was successfully saved
- 400 - snapshot is not valid, application/json with details:
 - { "message": "SNAPSHOT_PARSE_ERROR" } - snapshot has invalid format
 - { "message": "INVALID_BODY_HASH" } - state.body_hash_1 in layout does not match state.body_hash_1 in the snapshot
- 403 - User does not have privileges.
- 404 - Related resource does not exist, application/json with details:
 - { "message": "LAYOUT_NOT_FOUND" } - layout does not exist

/api/wbrt/layouts/<guid>/snapshots

Methods:

[+] GET

Returns array of snapshots for specified layout and matched filter period. If start and end are not specified then returns only latest snapshot.

Example request URI(s):

- /api/wbrt/layouts/1/snapshots
- /api/wbrt/layouts/1/snapshots?start=1411720605
- /api/wbrt/layouts/1/snapshots?start=1411720605&columns=Inbound_Talk_Time,Internal_Talk_Time
- /api/wbrt/layouts/1/snapshots?start=1400000000&frequency=10

Request query parameters

name	required	type	description
start	no	long	Unix epoch timestamp indicating the start of period for which snapshots should be returned. If not specified, then all snapshots generated before end time are returned.
end	no	long	Unix epoch timestamp indication end of period for which snapshots should be returned. If not specified, then all snapshots generated after the start time are returned.
frequency	no	integer	Minimum interval between two snapshots in history in seconds. Needed for reducing amount of snapshots returned by this request. Default value is 0, so all existing snapshots inside specified period are returned.
columns	no	Array of Strings	Array of Column.id that is to be included in the snapshot. If not specified, then all

name	required	type	description
			columns are included.

Important

This method performs additional row filtering based on user access restrictions for snapshots with layout_type = **ItPCREGULAR** and layout_type = **ItPCPERFORMANCE**. Rows with objects that are not accessible for a user are filtered out. It must work as follows: if there is column _Object\$CfgType, then use pair (_Object\$CfgType, _Object\$ID) to check permissions; otherwise, attempt usual combination (_Object\$Type, _Object\$ID).

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).

or

Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

or

Pulse Read All Layouts—User can access all Pulse layouts as read-only.

Available response representations:

- 200 - application/json with array of snapshots.
- 403 - User does not have privileges.

/api/wbrt/widgets

Methods:

[+] GET

Returns array of widget by specified parameters.

Example request URI(s):

- /api/wbrt/widgets
- /api/wbrt/widgets?uscn=1

Request query parameters

name	required	type	description
uscn	no	long	specifies uscn, for

name	required	type	description
			filtering widgets changed after this USCN (non inclusive)

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

Available response representations:

- 200 - application/json with array of widgets.
- 403 - User does not have privileges.

[+] POST

Create new widget for specified layout.

Available request representations:

- application/json with widget configuration.

Required permission:

- Pulse Edit Widget Display—User can modify display options of widgets.

Available response representations:

- 200 - New widget was successfully created, redirect to newly created widget.
- 400 - Provided widget configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - widget has invalid format
 - { "message": "WIDGETS_LIMIT_EXCEEDED" } - widgets limit exceeded
- 403 - User does not have privileges.
- 404 - Widget configuration data does not exist, application/json with details:
 - { "message": "LAYOUT_NOT_FOUND" } - specified widget layout does not exist

/api/wbrt/widgets/<guid>

Methods:

[+] GET

Return widget configuration for widget with specified id and belonging to user or default widget.

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

Available response representations:

- 200 - application/json with widget configuration.
- 403 - User does not have privileges.
- 404 - Widget with requested id does not exist, application/json with details:
 - { "message": "WIDGET_NOT_FOUND" }

[+] PUT

Update widget configuration for specified widget.

Important

The request does not create new widget if it does not exist

Available request representations:

- application/json with widget configuration.

Required permission:

- Pulse Edit Widget Display—User can modify display options of widgets.

Available response representations:

- 200 - Widget was successfully updated
- 400 - Provided widget configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - widget has invalid format
 - { "message": "INVALID_LAYOUT_HASH" } - specified layout has differ body_hash than provided in snapshot
 - { "message": "CONCURRENT_DB_MODIFICATION" } - uscn value provided in the request is older than uscn of the modifying object on the server. Remove the uscn from the request to overwrite the saved object or set the correct uscn value and retry.
- 403 - User does not have privileges.
- 404 - Widget configuration data or widget itself does not exist, application/json with details:
 - { "message": "WIDGET_NOT_FOUND" } - specified widget not exist
 - { "message": "LAYOUT_NOT_FOUND" } - specified widget layout does not exist

[+] DELETE

Delete widget with specified guid.

Required permission:

- Pulse Edit Widget Display—User can modify display options of widgets.

Available response representations:

- 200 - Widget was deleted
- 204 - Widget was already deleted
- 403 - User does not have privileges.

/api/wbrt/tabs

Methods:

[+] GET

Returns array of tabs for current user.

Request query parameters:

name	required	type	description
brief	no	boolean	If specified and "true" then will be returned only set of tabs without widgets. Otherwise will return tabs with field "widget" containing full widget definition for all widget's presented on tab.
shared	no	boolean	If specified and "true" then only shared dashboards (tabs with type "ttDashboard") are returned. Otherwise user tabs are returned. User cannot change or delete widgets placed to shared dashboard unless he is owner of this shared dashboard.
type	no	string	optional filter for filtering by type, possible values: ttDashboard, ttWidget, ttWallboard

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).

or

Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

Available response representations:

- 200 - application/json with array of tabs.
- 403 - User does not have privileges.

[+] POST

Creates new tab.

Request query parameters:

name	required	type	description
shared	no	boolean	If specified and "true" then will be created shared tab, which doesn't belong only to current user. Otherwise will be created tab which is available only for current user
brief	no	boolean	If specified and "true" then widgets will not be created according to widgets definitions (only positions will be saved). Otherwise will create new widgets according to widgets definitions. Each created widget continues to use same layout as original until it (layout) has changed. See description for PUT /api/wbrt/layouts.
overwrite	no	boolean	if true then tabs with same name and saved to same location will be removed (only for shared tabs)

If you are going to create shared tab, then proxy_access_object field must be specified:

- proxy_access_object.dbid = 0 for sharing for everyone without creating proxy access object.
- empty proxy_access_object.dbid for creating proxy access object to control access:

```
{
```

```
"body": {  
  ...  
  "proxy_access_object": {  
  }  
}
```

You can specify dbid of folder where proxy access object must be created by `proxy_access_object.folder_dbid`. For folders in other tenant you have to specify `proxy_access_object.tenant_dbid` as well.

Available request representations:

- application/json with tab.

Required permission:

- Pulse Manage Tabs—User can launch and close dashboard.
- Pulse Manage Shared Dashboards—User can create, remove, or modify shared dashboards.

Available response representations:

- 200 - Tab was successfully created. Redirect to newly created tab
- 400 - Provided tabs configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - request has invalid format
 - { "message": "PROXY_ACCESS_OBJECT_REQUIRED" } - request with shared = true but has no proxy access object specified
 - { "message": "OBJECT_NAME_CONFLICT" } - tab with same name already exists in the folder. Retry with overwrite = true to remove duplicate tabs.
 - { "message": "CONCURRENT_DB_MODIFICATION" } - uscn value provided in the request is older than uscn of the modifying object on the server. Remove the uscn from the request to overwrite the saved object or set the correct uscn value and retry.
- 403 - User does not have privileges.

[+] PUT

Important

Only for use with personal tabs. Please read method behaviour before using.

Stores array of tabs for current user in the following way:

1. Remove all tabs belonging to current user but not presented in the request.
2. Remove all widgets related to the removed tabs.
3. Update existing tabs belonging to current user and specified in the request.
4. Remove all existing but not presented in the request widgets.

5. Create not existing tabs but specified in the request.
6. If brief != true create/update widgets with widget definitions.

Request with empty array will remove all personal tabs.

name	required	type	description
brief	no	boolean	If specified and "true" then widgets will not be created/updated with widgets definitions (only positions will be saved). Otherwise will create/update widgets according to widgets definitions. Each created widget continues to use same layout as original until it (layout) has changed. See description for PUT /api/wbrt/layouts.

Available request representations:

- application/json with tab **array**.

Required permission:

- Pulse Manage Tabs—User can launch and close dashboard.
- Pulse Manage Shared Dashboards—User can create, remove, or modify shared dashboards.

Available response representations:

- 200 - User's tabs were saved..
- 400 - Provided tabs configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - request has invalid format
- 403 - User does not have privileges.

/api/wbrt/tabs/<guid>

Methods:

[+] GET

Returns tab with specified guid.

Request query parameters:

name	required	type	description
brief	no	boolean	If specified and "true" then will be returned tab without widgets definition (only positions property filled). Otherwise will return tab with field "widget" containing full widget definitions for all widget's presented on tab.

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).
- or
- Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

Available response representations:

- 200 - application/json with tab.
- 403 - User does not have privileges.
- 404 - Tab does not exist or user doesn't have access to it.

[+] PUT

Update tab with specified guid. This method removes widgets and their layouts from old tab if newer tab doesn't have references to them.

Important

The request does not create new tab if it does not exist.

name	required	type	description
brief	no	boolean	If specified and "true" then widgets will not be created\ updated with widgets definitions (only positions will be saved). Otherwise will create\update widgets according to widgets definitions.
overwrite	no	boolean	if true then tabs with same name and saved to same location will be removed (only for shared tabs)

The method can be used to move tab between folder. Execute with `proxy_access_object.dbid = 0` to make it as shared for everyone, or specify target folder in `proxy_access_object.folder_dbid`. For moving between tenants also specify `proxy_access_object.tenant_dbid`.

Available request representations:

- application/json with tab.

Required permission:

- Pulse Manage Tabs—User can launch and close dashboard.
- Pulse Manage Shared Dashboards—User can create, remove, or modify shared dashboards.

Available response representations:

- 200 - Tab was updated successfully.
- 400 - Provided tabs configuration is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - request has invalid format
 - { "message": "CONCURRENT_DB_MODIFICATION" } - uscn value provided in the request is older than uscn of the modifying object on the server. Remove the uscn from the request to overwrite the saved object or set the correct uscn value and retry.
 - { "message": "OBJECT_NAME_CONFLICT" } - tab with same name already exists in the folder. Retry with `overwrite = true` to remove duplicate tabs.
- 403 - User does not have privileges or access to change this tab.
- 404 - Tab with specified guid does not exist or user does not have read access to this tab.

[+] DELETE

Delete tab with specified guid. This method removes related widgets and their layouts before removing the tab.

Required permission:

- Pulse Manage Tabs—User can launch and close dashboard.

Available response representations:

- 200 - Tab was successfully deleted.
- 204 - if tab is already deleted or user doesn't have read access to this tab.
- 403 - User does not have privileges or access to delete this tab.

/api/wbrt/import

Methods:

[+] POST

Import entities provided in request body.

Example of request body for importing data exported with the export service:

```
{
  "data": <result of</ac:plain-text-body>
    </ac:structured-macro> export>
}
```

Example of request body for importing templates:

```
{
  "data": {
    "template": [{
      "definition": <template_definition>
    }, {
      "definition": <template_definition>
    }, ...]
  }
}
```

Example of request body for importing tabs:

```
{
  "data": {
    "tab": [{
      "body": <template_body>
    }, {
      "body": <template_body>
    }, ...],
    "widget": [{
      "body": <widget_body>
    }, {
      "body": <widget_body>
    }, ...],
    "layout": [{
      "definition": <layout_definition>
    }, {
      "definition": <layout_definition>
    }, ...]
  }
}
```

Required permission:

- Pulse Manage Templates—User can create, remove, or modify templates.
- Pulse Manage Shared Dashboards—User can create, remove, or modify shared dashboards.

Available response representations:

- 200 - application/json with imported entities.
- 400 - Provided import data is not valid, application/json with details:
 - { "message": "JSON_PARSE_ERROR" } - request has invalid format
 - { "message": "OBJECT_NAME_CONFLICT" } - entity with same name already exists in the folder. Retry with specified overwrite:
 - opOverwrite - overwrite old entity in case of name conflict
 - opSkip - skip in case of conflict

opRename - rename new entity in case of name conflict

- 403 - User does not have privileges or access permissions to import one or more entity to the destination folder.

/api/wbrt/export

Methods:

[+] POST

Export entities according to the query provided in request body.

Example of request body for exporting all Wallboards:

```
{
  "tab": [{"type": "ttWallboard"}]
}
```

Example of query for exporting all shared Dashboards and Templates:

```
{
  "tab": [{"type": "ttWallboard", "proxy_access_object": {}}],
  "template": [{}]
}
```

Example of query for exporting Dashboards\Wallboards with given guids:

```
{
  "tab": [{"guid": "<guid_1>"}, {"guid": "<guid_2>"}]
}
```

Example of query for exporting Templates with given guids:

```
{
  "template": [{"guid": "<guid_1>"}, {"guid": "<guid_2>"}]
}
```

Example of query for exporting all templates with certain type:

```
{
  "template": [{"layout_type": "ltPCREGULAR"}]
}
```

Required permission:

- Pulse View Dashboard—User can access launched Pulse dashboard as read-only (includes stay on dashboard ability).

or

Pulse View Dashboard Restricted—User can access launched Pulse dashboard as read-only (does not include stay on dashboard ability).

Available response representations:

- 200 - application/json with export result.
- 403 - User does not have privileges.

/api/plugins/wbrt/health

Methods:

[+] GET

Checks Pulse application health.

Required permission:

- no permissions required

Available response representations:

- 200 - Pulse application works fine
- 503 - Pulse health check failed, application/json with malfunction details:
 - { "message": "HEALTH_CHECK_FAILED" } - no details available
 - { "message": "COLLECTOR_DOES_NOT_RESPOND" } - collector stops updating heartbeat file
 - { "message": "DATABASE_ERROR" } - no connection to database
 - { "message": "CFG_SERVER_ERROR" } - no connection to configuration server

Troubleshooting

[+] Snapshot was populated, but related Widget shows only spinner instead of data from the snapshot.

LayoutState message has special fields body_hash_1/body_hash_2.

These fields are intended to indicate compatibility between LayoutDefinition and LayoutSnapshot.

So body_hash_1/body_hash_2 are populated in LayoutInfo.state (with hash value calculated for LayoutDefinition) each time when LayoutInfo is saved (via POST/PUT or via Widget wizard).

Same values must be inserted to LayoutSnapshot.state by data producer. This lets Pulse know that data from LayoutSnapshot is legal for current state of LayoutDefinition.

Important

Starting with **Pulse 8.5.104.05** Pulse validates value of `body_hash_1` in snapshot against value in the layout.

So when you trying to post snapshot with incorrect `body_hash_1` value you will get 400 BAD REQUEST with message `INVALID_BODY_HASH` in the response body.

You can ommit `body_hash_1` value in the snapshot and it will not be used for detecting layout change.

Then widget will continue to show data from such snapshot even something changed in the layout.

For example if you select/unselect some objects widget will show these objects until new snapshot without them is generated by collector.

The widget is updated too infrequently or too frequently

`LayoutDefinition` message has special `refresh_interval` field indicates how often data producer must provide new data.

The same `refresh_interval` field is presented in the `LayoutSnapshot` and indicates how often data producer provides data actually.

Pulse UI uses `LayoutSnapshot.refresh_interval` for calculation of delay before each next data request:

Refresh Delay Calculation

```
var delay = snapshot.refresh_interval || 60, //use refresh interval from data provider or 60
sec
    gap = 2,
    genTime = snapshot.timestamp, //must be filled by data provider
    readTime = snapshot.read_timestamp; //filled by Pulse BE on each snapshot request

var d = readTime - genTime - gap;
if ((d > 0) && (d < delay)) {
    delay = delay - d;
}
```

Important

`LayoutSnapshot.refresh_interval` field must be provided by data producer. It can be smaller/greater than in related `LayoutDefinition`.

Examples

[+] LayoutInfo Example

```
{
  "definition": {
    "guid": "fe1157d5-d707-4135-be83-fd79f3243ddc",
```

```
"refresh_interval": 15,
"layout_type": "ltGENERIC",
"column": [
  {
    "category": "ccDIMENSION",
    "is_delta_key": true,
    "id": "_Object$ID"
  },
  {
    "category": "ccDIMENSION",
    "id": "_Object$Name",
    "format": "string"
  },
  {
    "category": "ccMEASURE",
    "vt": "vINT",
    "id": "First_column",
    "type": "ctGENERIC",
    "format": "integer",
    "label": "First"
  },
  {
    "category": "ccMEASURE",
    "vt": "vINT",
    "id": "Second_column",
    "type": "ctGENERIC",
    "format": "time",
    "label": "Second"
  },
  {
    "category": "ccMEASURE",
    "vt": "vSTR",
    "id": "Third_column",
    "type": "ctGENERIC",
    "format": "string",
    "label": "Third"
  }
],
"default_widget": {
  "threshold": [
    {
      "value": [
        0,
        0,
        0
      ],
      "direction_up": false,
      "column_id": "First_column"
    }
  ],
  "view": [
    {
      "column_selector": [
        "Second_column"
      ],
      "sorting": [
        {
          "is_asc": true
        }
      ],
      "type": "BarView"
    }
  ]
},
],
```

```
        "size_x": 1,
        "size_y": 4,
        "label": "Test  Widget"
    },
    "name": "Third party source",
    "description": "Example of third party source"
},
"state": {
    "current_status": "stACTIVE",
    "body_hash_1": 583854940,
    "body_hash_2": 583854940
},
"record": {
    "timestamp": 1443695496,
    "username": "pulse"
}
}
```

[+] LayoutSnapshot Example

```
{
  "layout_guid": "fe1157d5-d707-4135-be83-fd79f3243ddc",
  "col": [
    {
      "v": [
        101,
        102,
        103,
        104,
        105,
        106,
        107,
        108,
        109,
        110
      ],
      "col": {
        "category": "ccDIMENSION",
        "is_delta_key": true,
        "vt": "vINT",
        "id": "_Object$ID"
      }
    },
    {
      "v": [
        "Agent1",
        "Agent2",
        "Agent3",
        "Agent4",
        "Agent5",
        "Agent6",
        "Agent7",
        "Agent8",
        "Agent9",
        "Agent10"
      ],
      "col": {
        "category": "ccDIMENSION",
        "vt": "vSTR",
        "id": "_Object$Name"
      }
    }
  ],
  {
```

```
    "v": [
      60,
      120,
      180,
      234,
      123,
      531,
      521,
      231,
      541,
      634
    ],
    "col": {
      "category": "ccMEASURE",
      "vt": "vINT",
      "id": "First_column",
      "type": "ctGENERIC",
      "format": "integer",
      "label": "First"
    }
  },
  {
    "v": [
      523,
      0,
      312,
      543,
      631,
      434,
      423,
      642,
      743,
      135
    ],
    "col": {
      "category": "ccMEASURE",
      "vt": "vINT",
      "id": "Second_column",
      "type": "ctGENERIC",
      "format": "time",
      "label": "Second"
    }
  },
  {
    "v": [
      "Value1",
      "Value2",
      "Value3",
      "Value4",
      "Value5",
      "Value6",
      "Value7",
      "Value8",
      "Value9",
      "Value10"
    ],
    "col": {
      "category": "ccMEASURE",
      "vt": "vSTR",
      "id": "Third_column",
      "type": "ctGENERIC",
      "format": "string",
      "label": "Third"
    }
  }
}
```

```
    }
  },
  "state": {
    "current_status": "stACTIVE",
    "body_hash_1": 583854940,
    "body_hash_2": 583854940
  },
  "layout_type": "ltGENERIC",
  "timestamp": 1409066836
}
```

[+] Widget Example

```
{
  "body": {
    "guid": "28cb32f0-6d8c-4be9-9ee5-1e2fa5f91db2",
    "layout_guid": "fe1157d5-d707-4135-be83-fd79f3243ddc",
    "label": "MyWidget",
    "size_x": 1,
    "size_y": 4,
    "view": [{
      "type": "BarView",
      "column_selector": ["Login_Duration"],
      "sorting": [{
        "is_asc": false
      }]
    }]
  }
}
```

[+] Tab Example

```
{
  "body": {
    "guid": "c8cb42f0-1d8c-4be9-9ee5-1e2fa5f91db2",
    "title": "Dashboard",
    "type": "ttDashboard",
    "position": [{
      "widget_guid": "c4bff0ce-d842-4070-be48-36a2cf6e0630",
      "col": 1,
      "row": 1
    }],
    "widget": [{
      "body": {
        "guid": "c4bff0ce-d842-4070-be48-36a2cf6e0630",
        "layout_guid": "fe1157d5-d707-4135-be83-fd79f3243ddc",
        "label": "MyWidget",
        "size_x": 1,
        "size_y": 4,
        "view": [{
          "type": "BarView",
          "column_selector": ["Login_Duration"],
          "sorting": [{
            "is_asc": false
          }]
        }]
      }
    }]
  },
  "record": {
    "timestamp": 1443695496,
  }
}
```

```
    "username": "pulse"
  }
}
```

[+] Tab Example (brief=true)

```
{
  "body": {
    "guid": "c8cb42f0-1d8c-4be9-9ee5-1e2fa5f91db2",
    "title": "Dashboard",
    "type": "ttDashboard",
    "position": [{
      "widget_guid": "c4bff0ce-d842-4070-be48-36a2cf6e0630",
      "col": 1,
      "row": 1
    }]
  },
  "record": {
    "timestamp": 1443695496,
    "username": "pulse"
  }
}
```