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Genesys Pulse

8.5.000.14

12/16/2025

8.5.000.14

Genesys Pulse Release Notes

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

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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

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:

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](#).