Genesys Pulse

8.5.010.12

12/17/2025

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Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/14	General			X		X

Contents

What's New

- You can now create external data for display in Genesys Pulse by using the Genesys Pulse Restful Web Service API.

- Genesys Pulse can now report data for Context Services activities with the GMS collector integrating Data Depot and Genesys Pulse.

- Widgets now rapidly refresh statistics that have change-based notifications, at a speed depending on factors such as network speed, system load, and number of updates.

- Genesys Pulse now provides a migration tool to enable migration from releases 8.5.000 and 8.1.4 to release 8.5.010.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Pulse

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now correctly displays the `Utilization` statistic from the `eService Agent Activity` template as a percentage. Previously in some scenarios, the statistic was incorrectly displayed as a string. (WBRT-4898)

Creating templates with a statistic that has its value set to `Time Range 1` without specifying a `Time Range` value no longer causes an incorrect configuration. (WBRT-4854)

The Line chart now correctly displays data in scenarios when a connection problem occurred the first time data was loaded. (WBRT-4675)

Genesys Pulse now correctly displays truncated long values on the vertical axis of line charts. (WBRT-4568)

If you use MS SQL server for your Genesys Pulse database, a database lock no longer unexpectedly appears in certain scenarios. (WBRT-4546)

The `Insensitivity` field is now validated on the page to edit statistics. (WBRT-4406)

When a user switches between "By Group" and "By Individual Objects", the object tree now displays correctly. (WBRT-4349)

Performance: Widgets used on the default dashboard do not remain in the system when the user's or default dashboard do not refer to them. (WBRT-4164)

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.