Genesys Pulse

8.5.103.03

12/16/2025

8.5.103.03

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/15/16	Hot Fix			X		X

Contents

What's New

- Genesys Pulse now supports the following browsers:

    - Microsoft Internet Explorer 11

    - Microsoft Edge 12

    - Mozilla Firefox 42+

    - Google Chrome 46+

    - Apple Safari 8+

- The Genesys Pulse API has the following changes:

    - GET/PUT/POST/DELETE for api/wbrt/layouts now works only with layouts

    - GET/PUT/POST/DELETE for api/wbrt/templates is now added for use with templates

    - GET/PUT/POST/DELETE for api/wbrt/tabs is added for use with dashboards (handled previously by GAX)

- Genesys Pulse has new Twitter Media Activity and Facebook Media Activity templates and an updated Chat Agent Activity template. To use these templates, deploy the latest `pulse_statistics.cfg` file to the Stat Servers you use for Genesys Pulse.

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:

Alerts configured with value set to 0 (zero) are no longer reset when you edit a widget or template. (WBRT-6409)

The `template.xls` file containing template descriptions is now available after installation. Previously, since release 8.5.103.01, it was not installed as expected. (WBRT-6401)

Only the user's widgets are counted if the widgets limit per user is enabled. Previously, all widgets saved on the current user's dashboards were counted (WBRT-6333)

The add and edit a widget tabs no longer stay open after you delete the dashboard or widget that is being edited. (WBRT-6319)

The widget is saved correctly if you repeatedly press **Save** while creating a widget before the tab closes. Previously, multiple widgets were added to the dashboard. (WBRT-6294)

Genesys Pulse performance is no longer impacted if you perform multiple operations, such as creating or editing widgets, or opening or closing multiple management tabs. (WBRT-6279)

Genesys Pulse now supports Microsoft Internet Explorer 11 and Safari 8. (WBRT-6233, WBRT-6231)

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.