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Genesys Pulse

8.5.105.00

12/19/2025

8.5.105.00

Genesys Pulse Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/20/16	General			X		X

Contents

- **1 8.5.105.00**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes
 - 1.5 Supported Languages

What's New

- Genesys Pulse now provides a wallboard for displaying Key Performance Indicator (KPI) widgets to enable you to broadcast and share information to your entire team. They are similar to dashboards, but designed for large screens in public places. The wallboard KPI widget is different from the dashboard KPI widget in that you can choose only one object and one statistic and either a regular or sparkline widget.

For a full screen view of your wallboard, launch the wallboard using the tab more menu. You can enable your wallboards to cycle at a specified interval in fullscreen mode. You can also customize the wallboard header (name, header color, and text color).

- Pulse now supports statistics with Group By feature of StatServer release 8.5.103 and higher in the Grid widget
- Genesys Pulse now provides a Callback Activity template.
- There are multiple enhancements to the Genesys Pulse interface.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Pulse](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Dashboards containing widgets with the warning "This widget is removed. Please delete it from your dashboard." can now be cloned. The removed widgets are not on the cloned dashboard. (WBRT-7706)

The expanded widget now correctly shows data after you add objects to address the No Objects. Please check widget configuration error. (WBRT-7663)

Genesys Pulse now displays dashboards correctly when the option `root_url` in GAX (gax.properties file) is set to `/`. (WBRT-7572)

The widget order is now preserved after switching tabs or reloading the page. (WBRT-7522)

Genesys Pulse no longer ignores configured privileges. (WBRT-7448)

All widgets update data successfully after removing another widget. Previously after removing a cloned widget, some widgets might stop updating data. (WBRT-7406)

The grid widget now continues to display content after columns are resized for browsers with a scale less than 100%. (WBRT-7403)

Genesys Pulse Quick Updates now successfully continue to run. (WBRT-7095)

Genesys Pulse now shows the error message appropriate for the type of login error. (WBRT-7088)

Genesys Pulse now displays a Connection failed message in the widgets if the connection to the server is lost. (WBRT-7076, ARK-1447)

Genesys Pulse now logs out users after an inactivity timeout if they have the Pulse View Dashboard Restricted privilege. Users with the Pulse View Dashboard privilege are not locked out. (WBRT-7028)

The row order in the expanded widget data view now correctly corresponds to the selected column. Previously, after hiding a statistic used for sorting data, the order of rows might be unpredictable. (WBRT-7019)

When you open the same dashboard in different sessions, the changes in a widget in one session are now automatically applied to the same widget in other sessions. (WBRT-6999)

Widget positions on a cloned dashboard are now the same as on the original dashboard. (WBRT-6935)

The order of columns in the grid widget now corresponds to the order in which the columns were selected during widget configuration. (WBRT-6872)

The statistic order shown on the donut widget is now the same as it was in releases 8.5.100 through 8.5.103 and corresponds to the order of statistics shown when adding or editing the widget. (WBRT-6851)

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](#).