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Genesys Pulse

9.0.000.02

12/16/2025

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9.0.000.02

Genesys Pulse Release Notes

9.x This is the first 9.x release of **Genesys Pulse**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Genesys Pulse can be started only in a standalone mode with its own Application configuration object. Genesys Pulse version 9.0.0 can not be used as a plugin of GAX.
- Ability to fetch historical data series in Genesys Pulse User Interface Extension. Refer to [Genesys Pulse User Interface Extension](#) for more information.
- Limits for both personal Widgets and Dashboards (including wallboards). This functionality is supported by new configuration options on the Annex tab of the [Access Groups](#) :
 - **max_tabs_per_user**
 - **max_widgets_per_user**
- Ability to specify thresholds for alerts in decimal numbers.
- If the user has no access to the selected objects in the view or headline of the widget, instead of showing "Object Unavailable", Genesys Pulse displays other objects from the selected objects in the widget.
- Advanced Alert capabilities. To enable this feature you need to properly deploy and run [services](#) and set the value of the Genesys Pulse option **[pulse]/enable_advanced_alerts** to **true**. After enabling this feature the Advanced Alerts section is displayed on the new Alerts tab, using which users can specify conditions for an alert and the email address for sending this alert. This feature has the following limitations:

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Deployment Procedure

[9.0.0 Deployment Procedure](#)

Product Documentation

- [Genesys Pulse](#)

Genesys Products

- [List of Release Notes](#)

- Alert conditions use the new formula definition format. In this format, values of statistics and formulas are accessed by their alias and not through the global Data object.

For example:

```
Result = Login_Time <= 200;
```

instead of the old format

```
Result = Data.Login_Time.Value
```

- Alert conditions can only use statistics of primitive data types and other alert conditions; it is not possible at the moment to create Alert conditions that depend on:
 - Statistics of the complex data type, like current state
 - Changes-Based and No Notification statistics
 - Regular formulas
 - Object properties
- At the moment alert conditions cannot use special built-in functions (like `GetFirstUDValue()`) and functions provided by the `gts.js` script that available to regular formulas.
- It is only possible to configure new standalone services using configuration files.
- There is no HA and horizontal scaling in new services used for this feature.
- As long as the alert condition is stored as javascript code and parsed in order to get condition builder, the original condition's syntax cannot be preserved; therefore, the condition's code can be reformatted/simplified when the builder mode is on.
- New standalone services ([AlertProcessor](#), [Formula Processor](#), and [StatServer Data Provider](#)) are only supported on Linux and cannot be deployed on Windows platform.
- Display format Status. This new display format is applicable only for statistics using Statistical Type `ExtendedCurrentStatus`. It allows to specify values displayed for the status (icon, name, media, duration) and to select current status statistics on any chart.
- An option for statistics with display format Status to show "Do Not Disturb" status with its duration.

Resolved Issues

This release contains the following resolved issues:

Now users without the Pulse Manage Users privilege do not see names of widgets that belong to other users. Previously, they were able to see such info while saving changes in the template. (WBRT-10565)

The new REST api endpoint `api/plugins/wbrt/health/detail` returns details of a node health in the following response:

```
{
  "configServer": {
    "connected": true
  },
  "database": {
    "connected": true
  },
  "collectors": {
    "Collector1": {
      "currentTimestamp": 1521835976,
      "startupTimestamp": 1521835950,
      "uptime": 26,
      "connectionStatus": {
        "configServer": {
          "connected": true,
          "instance": "primary",
          "lastConnectionTimestamp": 1521835952
        },
        "statServer0": {
          "connected": true,
          "lastConnectionTimestamp": 1521835956
        },
        "statServer1": {
          "connected": true,
          "lastConnectionTimestamp": 1521835956
        },
        "dbServerConnection": "all"
      },
      "snapshotWritingStatus": true
    },
  }
}
```

(WBRT-10451)

Migration of Genesys Pulse 8.5.102 and all earlier versions now does not fail. Previously, the migration could fail if there was a template created by REST api containing an id of the default Widget inside, different from 0. (WBRT-9700)

The user with Read access is not allowed to move the Dashboard/Wallboard/Widget Template from one folder to another folder of the same tenant. Previously, such object could be moved even if the "Access Forbidden" message was shown to the user. (WBRT-9612)

Genesys Pulse now checks that the data being imported is compatible with the current version of Genesys Pulse. Previously, during the import it was possible to select incompatible data exported from the newer version of Genesys Pulse.

The data from an old version still can be imported to the newer version of Genesys Pulse. (WBRT-9417)

Upgrade Notes

Single sign-on (SSO) is not supported until GWS Auth services is available on premise.