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# Genesys Pulse

9.0.003.01

12/18/2025

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## Genesys Pulse Release Notes

**9.x Genesys Pulse** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/19	Update			X		X

### What's New

This release contains the following new features and enhancements:

- **Keyboard Navigation** support. (WBRT-12094)
- Updated Out-Of-Box Callback Activity template. (WBRT-12238)
- Auditing log capabilities. To enable this feature set the **enable\_audit\_trail** option in the **log** section of Genesys Pulse application options to true. User operations will be logged with an [AUDIT] marker.
- Changes in the User Interface to match recent Genesys User Experience guidelines.
- Support for the following databases. See the **Genesys Pulse** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
  - MS SQL Server 2017
  - Oracle 18c and Oracle 18c RAC (WBRT-12225, WBRT-12222)
- Support for the following prerequisites. See the Prerequisites section on the **Genesys Pulse** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.
  - Oracle Java 11 Runtime (JRE) (WBRT-11708)
  - OpenJDK 11 (WBRT-11931)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Pulse](#)

#### Genesys Products

- [List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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The selection of a Campaign Group object now works properly on the Objects tab of the Widget Wizard. (WBRT-12436)

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The Display Options tab of the Widget Wizard now works properly for the Line Chart widget when the selected headline statistic is removed from the widget by propagated Widget Template change with the unchecked Overwrite Display Options for selected widget option. (WBRT-12410)

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Grid widgets that contain statistics with Group By columns do not show drill-down rows when no Group By columns are selected. (WBRT-12302)

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The historical chart on the List widget displays proper data for 15 minutes and day intervals. (WBRT-12240)

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The username is no longer stored in the browser's local storage for security reasons. (WBRT-12161)

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The **[pulse]database\_max\_active\_connections** option is now working properly. Previously, the default value of 8 was always used if Genesys Pulse was connected to Oracle database. (WBRT-12158)

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To improve Genesys Pulse performance under high load, an excessive number of database transactions are no longer opened. (WBRT-12157)

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For security reasons, the server name and the version are no longer present in HTTP headers and on error pages. (WBRT-12152)

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After restart, Genesys Pulse is now installing Out-Of-Box templates if they were removed and the **install\_templates** option is set to true. (WBRT-12108)

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It is now possible to store Dashboards, Wallboards, and Templates in folders inside Configuration Unit or Site folders of Configuration Server. (WBRT-12092)

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The Abandoned formula in the Chat Queue Activity template is corrected to exclude the current number of waiting chats. The Abandoned\_15M statistic is removed from the template. (WBRT-12010)

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The following vulnerabilities are resolved: CVE-2018-14718, CVE-2018-14719, CVE-2018-14720, CVE-2018-14721. (WBRT-11937)

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Thresholds with the 0 (zero) value are now correctly displayed on the Line and Time Tracking Charts. (WBRT-11856)

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Duplicated Advanced Alert records are not displayed on the Alerts panel of the Widget Wizard when multiple Genesys Pulse instances use the same database schema. (WBRT-11853)

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The object, selected in the legend of the Line Chart Widget is now preserved between page reloads and data updates. (WBRT-11840)

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Widgets with GroupBy statistics and agents selected By Group now correctly apply Quick Updates after agents are removed from the selected Agent Group. (WBRT-11798)

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Day and Month on the Wallboard footer are now translated to the language of the Genesys Pulse interface. (WBRT-11766)

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The Reset Column Width option on the Data View does reset column width to the initial width. (WBRT-11728)

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The Widget Management properly displays widgets. Previously, a removed widget could appear in the Widget Management for the current user if the user has not visited the Dashboard or Wallboard, containing the removed widget. (WBRT-11580)

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The login screen is now translated to the user's preferred language, specified in browser settings. However, the appropriate language pack should be installed. (WBRT-11085)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.01.