



- About This Software
- Quick Start
- Documentation
- Technical Support
- Legal Notices

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Supported Languages By Release	CSY	CHS	CHT	DEU	ENU	ESN	FRA	ITA	JPN	KOR	PTB	RUS	TRK
8.1.4		X		X	X	X	X		X		X	X	X

About This Software

Pulse is a Genesys Administrator Extension (GAX) plug-in application that is accessible from a web browser. Pulse enables at-a-glance views of contact center real-time status and statistics in the GAX user interface.

This CD includes Language Pack(s), which allow installers to select the language in which the user interface and online help files are displayed.

New Features in 8.1.4

Some of the primary new features in release 8.1.4 are:

- Language Packs for the following languages:
 - Chinese (Simplified)
 - French (France)
 - German
 - Japanese
 - Portuguese (Brazilian)
 - Russian
 - Spanish (Latin American)
 - Turkish
- Genesys EZPulse is renamed to Pulse.
- Pulse displays real-time data that is collected by Stat Server through widgets.
- Pulse provides additional predefined templates.
- Users can print charts and grids.
- With appropriate privileges, users can:
 - Use Widget Templates to simplify widget creation and selecting widget content.
 - Customize statistic formulas.
 - Modify statistics.
- Pulse integrates with GAX 8.1.4.
- Pulse supports Microsoft Internet Explorer 10, Red Hat Linux 6 (64-bit).
- Pulse supports Microsoft SQL 2008 and PostgreSQL.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

Pulse

Contains the installation files for the software.

Pulse_Collector

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Genesys Documentation website](#) and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

[Return to Top](#)

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are a Pulse customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Customer Care website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

[Return to Top](#)

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Your Responsibility for Your System

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[Return to Top](#)