Genesys Pulse Private Edition Guide

Deploy Pulse Web Service

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Contents

Learn how to deploy Pulse Web Service (Pulse) into a private edition environment.

Related documentation:
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-
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RSS:

- For private edition

Assumptions

- The instructions on this page assume you are deploying the service in a service-specific namespace, named in accordance with the requirements on Creating namespaces. If you are using a single namespace for all private edition services, replace the namespace element in the commands on this page with the name of your single namespace or project.

- Similarly, the configuration and environment setup instructions assume you need to create namespace-specific (in other words, service-specific) secrets. If you are using a single namespace for all private edition services, you might not need to create separate secrets for each service, depending on your credentials management requirements. However, if you do create service-specific secrets in a single namespace, be sure to avoid naming conflicts.

Prerequisites

Before you begin, ensure that you have the following information:

- Genesys Pulse access URL.
- Agent Setup access URL, administrator credentials.
- WWE access URL, agent credentials.

Validation steps

1. Create a user.
    1. Use an administrator account to log in to Agent Setup.
    2. Navigate to the **Users** tab.

3. Click **New User**.

4. Populate required fields, for example:

   - **First Name:** pulsetest
   - **Last Name:** pulsetest
   - **Username:** pulsetest
   - **Password:** Password@1
   - **Password Confirm:** Password@1
   - Clear **Reset Password**.

5. Expand the **User** list on the left side, and switch to **Access Group**.

6. Click **Add**.

7. **Supervisors** to create a Pulse User.

> ## Tip
> A Pulse Administrator role is also available, which gives the new user the ability to access Dashboard / Wallboard Management, Widget Template Management, and Widget Management pages. To create an Pulse Administrator user, select **Administrator**.

8. Click **Save**.

2. Log in to Genesys Pulse as the newly created user, and create a new Widget.

   1. Pulse displays an option to create **Dashboard** or **Wallboard** on the first login; choose the **Dashboard** option.

   2. To create a new Widget, click **+ Add a Widget.**

   3. Select the **Agent Login** template.

   4. Select an agent that has access to WWE.

   5. Switch to the **Display Options** tab, and scroll down to the **Statistics** control.
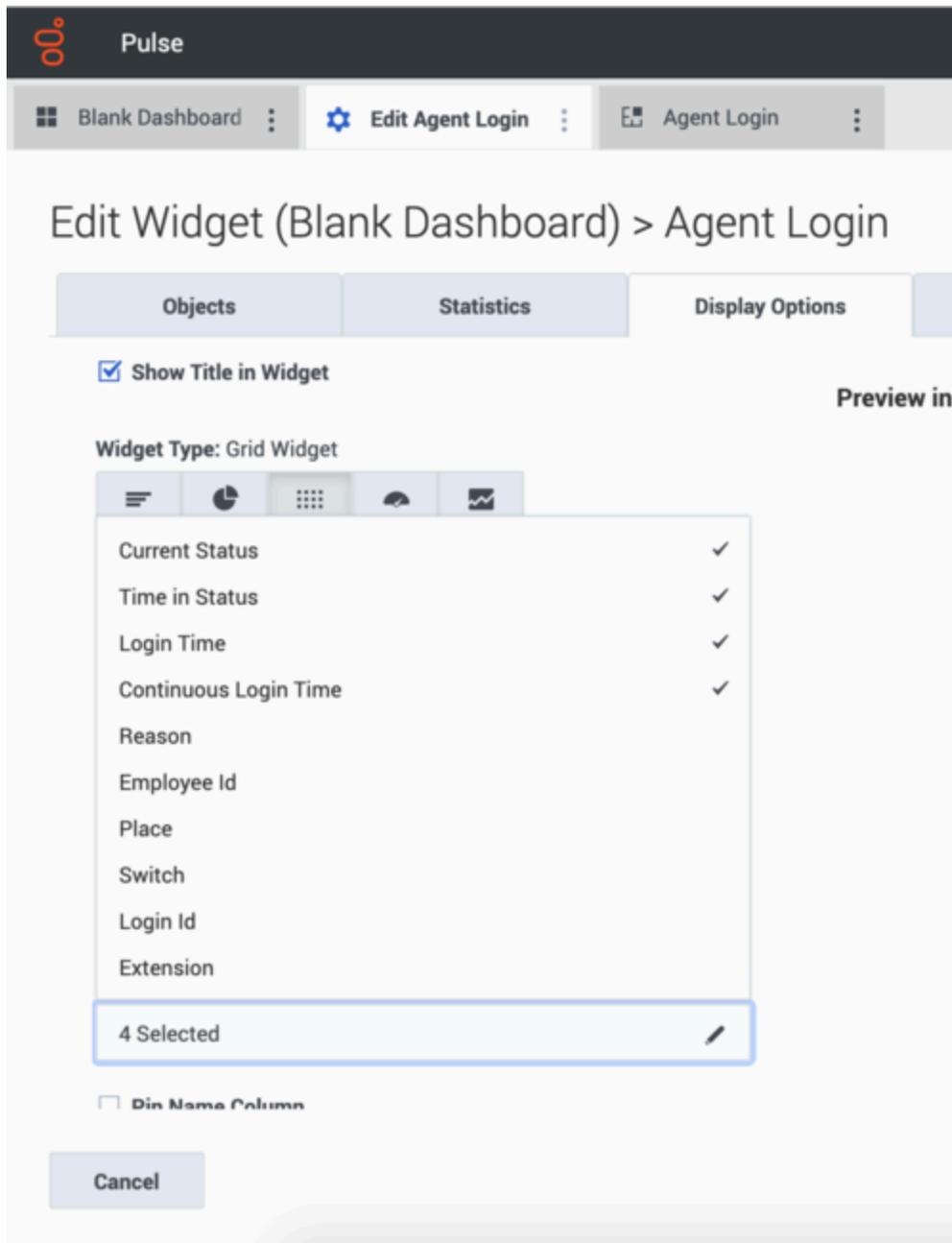
6. From the available **Statistics**, select **Current Status**.

7. Click **Save**.

8. A spinner appears on the Widget to indicate that processing is underway. Wait until some zero data appears (the selected agent appears as Logged Out).

3. Log in to WWE with the agent account you selected in the Widget earlier, and change status to **Available.**

4. Return to Genesys Pulse. Verify the current agent status in the Widget: