

# **GENESYS**

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## Genesys Pulse Private Edition Guide

Deploy Pulse Web Service

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

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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

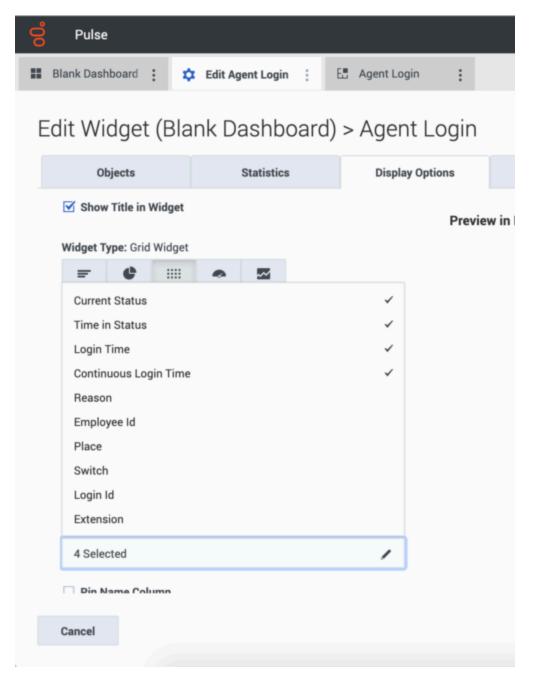
Clear Reset Password.

- 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.
  - 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:

