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# Genesys Engage cloud Release Note

Genesys Customer Experience Insights (CX Insights)

5/3/2025

# Genesys Customer Experience Insights (CX Insights)

 **Note:** Not all changes listed on this page pertain to all deployments.

For information about the latest releases of Genesys CX Insights, refer to [Genesys Customer Experience Insights Release Notes](#).

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March 05, 2021 (9.0.018.00)

## What's New

- When a user attempts to log in with an invalid user name, Genesys CX Insights now displays a detailed error message. (GCXI-2567)
- Support for MicroStrategy 2021 (Intelligence Server version 11.3.0000.16816). (GCXI-4335)

## Resolved Issues

- Components of the Bot Analytical Dashboard are no longer visible in the Designer folder. Previously in some scenarios, the dashboard was hidden, but related datasets were visible. (GCXI-4448)
- Genesys CX Insights now correctly sorts attributes and metrics on dashboards. Previously, in deployments where localization was enabled, attributes and metrics on some dashboards were displayed in an unexpected order. (GCXI-4487)
- Genesys CX Insights now enables users to create copies of the Async Dashboard. Previously in such scenarios, the copy action failed with an error about missing dependency. (GCXI-4468)

February 11, 2021 (9.0.016.03)

## What's New

- iWD Reporting enhancements:
  - The Media Type attribute is used to distinguish different type of media (such as **workitem** or **email**). It is added to the following reports: Capture Point Business Value, Capture Point Task Duration, Customer Segment Service Level, Intraday Process, Resource Performance, Task Age, Task Detail, Task Work Detail Report.
  - The Media Type prompt enables user to filter by different type of media. It is added to reports containing the **Media Type** attribute and to the following dashboards: Capture Point, Customer Segment Service Level, Intraday Process, Resource Performance, Task Age Dashboard.
  - The Interaction Type and **Interaction Subtype** attributes enables data to be organized by interaction type and interaction subtype. It is added to Task Detail, Task Work Detail Resource Performance Report. It
  - The **Interaction Type** prompt that allows Task Detail, Task Work Detail and Resource Performance Report to be filtered by Interaction Type.

For more information, see [CX Insights for iWD reports and dashboards](#).

(CIWD-784)

February 01, 2021 (9.0.017.01)

## What's New

This release contains the following new features and enhancements:

- Operating environment updates — This release includes updates to all included CentOS packages.

## Resolved Issues

This release contains the following resolved issues:

- The Application prompt is removed from the Designer > Activity Summary Report. This prompt was present in previous releases, but not supported. (GCXI-4351)
- On the Bot Analytical dashboard, values are now displayed without digit group separators (,). Previously, numbers larger than 1000 were displayed with the format ##,###,###, rather than ## ### ###. (GCXI-4299)
- On the Final Disposition Dashboard, trend lines for the following metrics now appear on the bar chart:
  - Entered in Self-Service
  - Contained in Self-Service
  - Entered in Assisted Service
  - Abandoned in Queue
  - Routed to DN
  - Routed to Agent

Previously, the trend lines were missing. (GCXI-4297)
- SSO authentication now completes successfully in scenarios where AWS Application Load Balancer is deployed in an MPLS environment. Previously in such scenarios, authentication could fail. (GCXI-4291)
- In the Agent Details Activity Report, filtering by State Name now works correctly. Previously in some circumstances, applying this filter could result in an error similar to the following: Error when editing filter sub expression. Please review your answers. Warning! Incorrect number format, please try again. (GCXI-4262)
- Long values are now displayed fully in the Interaction ID, Session Key, and other GUID fields of several reports. Previously, values 19 digits or longer were not displayed in full. (GCXI-4225)

November 20, 2020

## Deprecations

- **Genesys Interactive Insights** — As of November 20, 2020, Genesys has deprecated the legacy

historical reporting product called Genesys Interactive Insights (GI2).

Genesys Customer Experience Insights (Genesys CX Insights or GCXI) is offered in Genesys Engage cloud (formerly known as PureEngage Cloud) as the new historical reporting tool that replaces GI2. GCXI provides a presentation layer that extracts data from the Genesys Info Mart database and presents it in readable historical reports, thereby enabling business and contact center managers to make better business decisions for streamlining operations, reducing costs, and providing better services. For more information, see [Deprecation: Genesys Interactive Insights](#).

### November 13, 2020 (9.0.016.02)

#### What's New

This release contains the following new features and enhancements:

- **Designer reporting enhancements:**
  - **Bot Analytical Dashboard** — This new dashboard appears in the Dashboards and Designer folders. It provides detailed reporting on bot activity during interaction flows that involve Genesys Designer applications, and contrasts self service sessions with and without bot participation, which can help you understand how bots impact the customer experience. (GCXI-3669)
  - **Final Disposition Dashboard** — This new dashboard appears in the Dashboards and Designer folders. It provides detailed information that you can use to understand trends in interaction outcomes by exploring how key KPIs change over time. (GCXI-3447)

For more information, see the [Designer Reports](#) descriptions in the *Historical Reporting with Genesys CX Insights* guide.

### September 29, 2020 (9.0.015.04)

#### What's New

This release contains the following new features and enhancements:

- **Deployment scheme improvement** — Genesys now recommends running the PostgreSQL container on a worker node using nodeSelectors, which is the default configuration. Earlier releases of Genesys CX Insights recommended running the PostgreSQL container on the control plane node. For more information, see the [Genesys Customer Experience Insights Deployment Guide](#). (GCXI-3141)
- **Operating environment updates** — This release includes updates to all included CentOS packages.
- **Support for Java 11.0.8** — See the Prerequisites section on the [Genesys Customer Experience Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (GCXI-3724)

## Resolved Issues

This release contains the following resolved issues:

- Genesys CX Insights now creates a CMDMGR log file only at startup. Previously in some scenarios, a large number of log files were generated. (GCXI-3822)
- The Agent Details Activity report no longer fails with a timeout error in environments with a large number of records. Previously, a problem with SQL optimization caused delays when processing data, which resulted in a timeout error in some scenarios. (GCXI-3767)
- Genesys CX Insights now continues to operate correctly after updating a deployment that contains duplicated projects. Previously, in some scenarios where a project was duplicated and Genesys CX Insights was subsequently updated to a later release, Genesys CX Insights failed to run, and an error was logged about Cannot save, move or copy this ServerDef object ... because it has been changed in the Metadata. (GCXI-3757)
- When generating LOVs for prompts and searching in LOVs, Genesys CX Insights now waits 120 seconds before displaying a Request timeout error. This timeout period is controlled by the MicroStrategy server **Request timeout** property, which previously was set to 40 seconds, which could result in a timeout in scenarios where an LOV had a large number of rows. (GCXI-3612)

July 31, 2020 (9.0.015.02)

## What's New

- **Miscellaneous enhancements:**
  - Support for MicroStrategy 2020 Update 2 (11.2.0.0200.39920) (GCXI-3466)
  - Support for VitaraCharts 4.5.1.696 (GCXI-3466)
  - Support for Microsoft Edge Chromium 2020 (GCXI-3452)

## Resolved Issues

This release contains the following resolved issues:

- An unused report is no longer visible in the **Support** Genesys CX Insights folder. (GCXI-3355)

June 29, 2020 (9.0.015.01)

## What's New

This release contains the following new features and enhancements:

- **SSO support** — Genesys CX insights now supports Genesys Engage Single sign on (SSO). If SSO is enabled, users must log on using their SSO logon credentials. Contact your administrator, or your Genesys Representative, for more information about SSO.
- **Transfer reporting enhancement** — A new attribute, Source Last VQueue in the CX Insights > Detail > Transfer folder, enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled. (GCXI-3118)
- **Miscellaneous enhancements:**
  - Support for MicroStrategy 2020 Update 1 (11.2.0100.38862)
  - Support for VitaraCharts 4.4.5.627 (GCXI-3064)

## Resolved Issues

This release contains the following resolved issues:

- When exporting dossiers (dashboards) to PDF, VitaraCharts widgets are now exported correctly. Previously in such scenarios, VitaraCharts widgets were displayed with a black background. For more information, see the [VitaraCharts web site](#).
- The GCXI container no longer fails to start in scenarios where the TOMCAT\_ADMINPWD environment variable contained parenthesis. Previously on GCXI release 9.0.014.02 deployments, the container failed to start in such scenarios.
- When localization is applied to GCXI projects, project properties are not affected. Previously in such scenarios, project properties were reset to default values.

## April 30, 2020

## Deprecations

- **Genesys Interactive Insights** — On November 20, 2020, Genesys will deprecate the legacy historical reporting product called Genesys Interactive Insights (GI2).

Genesys Customer Experience Insights (Genesys CX Insights or GCXI) is offered in Genesys Engage cloud (formerly known as PureEngage Cloud) as the new historical reporting tool that replaces GI2. GCXI provides a presentation layer that extracts data from the Genesys Info Mart database and presents it in readable historical reports, thereby enabling business and contact center managers to make better business decisions for streamlining operations, reducing costs, and providing better services. For more information, see [Deprecation: Genesys Interactive Insights](#).

March 25, 2020 (9.0.014.02)

## What's New

This release contains the following new features and enhancements:

- **Genesys CX Insights for iWD reporting enhancements** — A new report and dashboard provide enhanced iWD reporting:
  - ETL Audit Dashboard — provides a historical overview of iWD Datamart job execution statistics, including duration, status and other more detailed information stored in the ETL\_AUDIT table.
  - Capture Point Task Duration Report — provides tools to identify and plan remediation for bottlenecks in the system.
  - Capture Point Dashboard — provides insights into the business value driven through capture points, and the volume of work processed through each capture point.
  - Capture Point Business Value Report — provides tools to understand the distribution of tasks by process and point of entry (capture point) into the iWD system.
- **Expanded Localization Support:**
  - GCXI now supports displaying the reports and user interface in two additional languages: Dutch and Polish.
  - GCXI now supports displaying the Genesys CX Insights for iWD reports in several languages in addition to US English.

December 18, 2019 (9.0.013.01)

## What's New

- **Chat reporting enhancements** — A new report in the Chat folder, **Async Interactions Report**, provides detailed information about interactions that are initiated by customers outside of regular business hours.
- **Designer reporting enhancements** — Three new reports are added to provide detailed reporting about Activities, Assisted-service interactions, and Self-service interactions respectively:
  - **Activity Summary Report**
  - **Assisted Service Interactions by Last Milestone Report**
  - **Self Service Statistics Report**
- **Genesys Predictive Routing enhancements** — The following enhancements and corrections are introduced in the Predictive Routing reports:
  - A new metric, Result, is added to the the Predictive Routing Operational Report.
  - In the **Predictive Routing Operational Report**, the metric "Turnaround Time" is renamed as "Avg Turnaround Time (Fmt)".



- **Miscellaneous enhancements**

- Default user accounts (Developer, Editor, Viewer), which were enabled in previous releases, are now disabled by default.
- New attributes, GSW Call Type and Dimension 2 Gen - Dimension 10 Gen, in the "User Data Example" folder in the CX Insights project, are mapped to two new custom attached data tables (USER\_DATA\_GEN\_DIM\_1, USER\_DATA\_GEN\_DIM\_2) in the Info Mart database.
- The folder **My Reports** is now visible only for users who have sufficient privileges to write files into the folder.
- New columns are added to the AG2\_AGENT, AG2\_AGENT\_GRP, AG2\_AGENT\_QUEUE, and AG2\_ID tables to capture post-call survey data, including survey details, in addition to call, agent, company, and product scoring data.

## Resolved Issues

This release contains the following resolved issues:

- The **Predictive Routing - AHT & Queue Dashboard** now generates correctly. Previously in some scenarios, the following error was returned, even though aggregated data was available: No data returned for this view".
- In the **Predictive Routing Detail Report**, the "Routing Target" metric now correctly shows the target of the routing strategy when the target is a skill expression or agent group name. Previously, in some scenarios, a value of "UNSPECIFIED" was erroneously displayed.
- In the **Predictive Routing Operational Report**, values are displayed correctly for predictor and model name when Predictor switch is "OFF". Previously in some scenarios, these values erroneously displayed NO\_VALUE.
- The **Predictive Routing A/B Testing Report** now shows correct values for the First Contact Resolution (FCR) metric.

October 31, 2019 (9.0.012.01)

## What's New

- **Chat Reporting enhancements** — A new report (**Interactions Acceptance Report**) and dashboard (**Interactions Acceptance Dashboard**) provide detailed reporting on Interaction acceptance rates and percentages.
- **Genesys CX Insights for iWD reporting enhancements** — A new report (**Task Work Detail Report**) and two new dashboards (**Capture Point Dashboard** and **Resource Performance Dashboard**) provide additional reporting about iWD.
- **Interaction Flow Report enhancements** — The definition of the report query is enhanced to improve performance for partitioned PostgreSQL RDBMS, including in scenarios where explicit Start Time and End Time values are specified.
- **Predictive Routing Operational Report enhancements** — Genesys CX Insights now provides more detailed reporting about the time that interactions waited for predictive routing scoring to be completed, including a new metric (Avg Turnaround Time) in the Predictive Routing Operational Report.

## Resolved Issues

The Chat Thread Report now runs correctly on all platforms. Previously, on some deployments, this report could fail to run.

September 29, 2019 (9.0.011.03)

## What's New

### **Agent Details Report Performance Enhancements**

- The definition of Free Form SQL in the Agent Details Report is enhanced to provide better database query performance. This leads to improved performance of the report in many scenarios.

## Resolved Issues

- Attributes in the Transfer Details Report are now configured more accurately, allowing the report to run normally in scenarios where Genesys Info Mart attached data is configured with redundant attributes. Previously in such scenarios, the Transfer Details Report report sometimes generated an error that included the following string: `...invalid column name - CUSTOM_KEY_2`

July 29, 2019 (9.0.011.02)

## What's New

### **Interaction Flow Report enhancements**

- The definition of the report query is enhanced to improve performance for partitioned PostgreSQL RDBMS, including in scenarios where explicit Start Time and End Time values are specified.

### **Agent Details Report enhancements**

- The definition of the SM\_RES\_STATE\_RSN\_FACT logical table is enhanced to provide improved Resource State Reason reporting, which improves the performance of the Agent State Details Report.

June 26, 2019 (9.0.011.00)

## What's New

### Genesys intelligent Workload Distribution (iWD) reporting

- Genesys intelligent Workload Distribution (iWD) reporting is supported through one report and one dashboard, along with associated metrics, attributes, and other objects. For more information, see [Genesys CX Insights for iWD reports](#).
- The hierarchy of folders in the GCXI User Manager is reorganized to account for the addition of iWD user groups, and changes to the provisioning of access restrictions. For more information, see the [Administrator's Guide](#).

iWD reporting is provided through a separate project, **Genesys CX Insights for iWD**.

### Chat reporting enhancements

- A new report, Chat Thread Report, and new metrics that support it, summarizes information about chat sessions and threads.

### Enhanced reporting performance

- The following enhancements improve reporting performance:
  - Underlying queries for the Agent Details Activity Report are updated to enhance performance.
  - A new JDBC wrapper optimizes the performance of SQL queries.

### Enhancements to user groups and permissions

- The hierarchy of folders, user names, groups, and management roles are changed in the GCXI User Manager. For more information, see the [Genesys CX Insights Deployment Guide](#).

### User Data Examples

- The following enhancements support user attached data:
  - Handling User Data Example — Sixteen attributes (Detail 1 - Detail 16) in the **User Data Example** folder enable the measurement of Info Mart data based on custom userdata attributes. Each new metric captures the value of the attached data for a particular interaction whose key is CustomData key (where \* is the corresponding value between 1 and 16).
  - Transfer Detail Report enhancements — Two folders with ten attributes in each were added into Transfer folder - Target User Data Examples and Source User Data Examples.

May 24, 2019 (9.0.010.05)

## What's New

### Resolved Issues

- Text on the Microstrategy Web GUI now displays correctly in scenarios where the default language is changed. In release 9.0.010.04, changing the language (**Preferences > Language**) could cause some characters to be replaced by question marks , and could cause a JavaScript error to appear on subsequent logins. (GCXI-1751)
- The logical definition of the USER\_DATA\_CUST\_DIM\_2 table is corrected, and now uses the actual Genesys Info Mart table. Genesys CX Insights attributes **Dimension 6** through **Dimension 10** now link directly to the USER\_DATA\_CUST\_DIM\_2 Info Mart table. (GCXI-1660)

April 15, 2019 (9.0.010.04)

## What's New

### Chat reporting

- Two new chat reports are added:
  - Chat\Chat Session Report
  - Chat\Chat Engagement Report

### Omnichannel agent activity reporting

- A new report is added to provide detailed agent activity reporting across all media channels:
  - Agents > Agent Omnichannel Activity Report

### Enhanced agent group reporting

- A new report is added to provide information about how agents are distributed among agent groups:
  - Agents > and Detail > Agent Group Membership Details Report

### Expanded localization support

- GCXI now supports displaying the reports and user interface in two additional languages:
  - Arabic
  - Korean

December 21, 2018 (9.0.009.00)

## What's New

### **Genesys Task Routing reporting**

- This release adds support for reporting on Genesys Task Routing (GTR), including two new dashboards:
  - Task Volume Dashboard
  - Agent Task Dashboard

Notes: In this release:

- Reports in the Task Routing folder are available on request; talk to your Genesys representative about making them available for you to use.
- Reports in this folder depend on data provided by other Genesys components, and may not be ready for you to use at this time. Check with your administrator to see if your environment is configured to run this report."

### **Co-browse reporting**

- This release adds support for reporting on Co-browse sessions, including more than twenty new metrics, and two new reports:
  - Co-browse Detail Report
  - Co-browse Summary Report

Note: In this release, the reports in the co-browse folder are available on request; talk to your Genesys representative about making them available for you to use.

### **Localization support**

- GCXI now supports displaying the reports and user interface in several languages in addition to US English. The following languages are supported by this release:
  - Chinese (Simplified)
  - French (Canada)
  - French (France)
  - German (Germany)
  - Italian
  - Japanese
  - Portuguese (Brazilian)
  - Russian
  - Spanish (Latin America/Mexico)
  - Turkish

### **New Speed of Accept report**

- A new report, Speed of Accept (Seconds), is added, which is similar to the existing Speed of Accept (Hours) report, but is more appropriate for media types for which contact center responses are expected to be fast, such as voice and chat.

## Resolved Issues

- Data is no longer double-counted in reports in scenarios where agents or queues are members of more than one group, and access restrictions are configured for all groups of which the agent or queue is the member. (GCXI-1509)

September 21, 2018 (9.0.007.03)

## What's New

### Email reports

- The following new reports, in a new Email folder, support reporting on email interactions:
  - Agent Summary Activity Email Report
  - Agent Utilization Email Report
  - Interaction Volume Business Attribute Email Report

### Dashboards

- The following new Dashboards are added in the Dashboards folder:
  - Agent Performance Dashboard
  - Contact Center Dashboard
  - Queue Dashboard

### Callback

- The Callback reports now include a new metric / attribute, FORCED\_DIALED, which captures information about Callback queue flushing.

### Genesys Predictive Routing

- The PR Performance Dashboard is removed from the Predictive Routing folder (it was replaced by other dashboards and reports in a previous release).

July 23, 2018 (9.0.006.01)

## What's New

### Initial release

This is the first release of Genesys CX Insights for Genesys Engage cloud.

Genesys CX Insights provides a wealth of historical reporting capabilities, built on a MicroStrategy platform.

It includes reports and dashboards based on hundreds of unique and standardized metrics and attributes, and allows you to customize and create new reports.

To learn how to use Genesys CX Insights, including how to access, run, read, or customize historical reports, see the [Genesys CX Insights](#) page in the *Reporting in the cloud* guide.

If you are an Administrator learning how to manage Genesys CX Insights user accounts, see the [Genesys CX Insights User Management](#) page.

## Known Issues

- In deployments with MicroStrategy release 10.11.1, when users select widgets on the dashboard, data appearing on other widgets does not automatically update. For example, clicking on an agent name does not focus the dashboard on that agent.

#### *Workaround*

1. Log in with an account that is a member of the Genesys Super Administrator group (or use the preconfigured user GenSupAdm).
  2. Run the dashboard, and select the source widget.
  3. On the source widget configuration menu (at top-right corner of the widget), choose **Select Targets...**
  4. On each target widget, clear the checkbox **Targets**<sup>1</sup>. The **Target** placeholder disappears from the target widget.
  5. Click **Apply**.
  6. On the source widget configuration menu (at top-right corner of the widget), choose **Select Targets...**
  7. Select each target widget. The **Target** placeholder appears in the target widget.
  8. Click **Apply**.
  9. Select **File > Change Prompt Option and Save**. A confirmation requester appears.
  10. Select **And discard current answers**, and click **Confirm and Save**.
- Some reports can run more slowly than expected, and, in some cases, timeouts can occur. To resolve this issue, contact your Genesys representative. (GCXI-1595)

- When you change the language used to display the reports to Turkish, only some objects will be localized, causing some parts of the reports to appear in English.