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Genesys Customer Experience Insights

9.0.007.03

12/17/2025

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9.0.007.03

9.x This is the first 9.x release of **Genesys Customer Experience Insights**.

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/21/18	General			X		

What's New

- This is the initial release of Genesys Customer Experience Insights (CX Insights), a new Historical Reporting component, which replaces Genesys Interactive Insights (GI2).
 - Genesys CX Insights is built on a Microstrategy 10.x platform, and draws aggregated historical information from the Genesys Info Mart data warehouse. It presents the data in readable reports to enable business and contact center managers to make better business decisions for streamlining operations, reducing costs, and providing better services.
 - Genesys CX Insights Supports the following:
 - Operating systems — CentOS Linux 7.5 and RedHat Enterprise Linux 7.5
 - Databases — MS SQL Server 2012, MS SQL 2016, MS SQL 2016 Cluster, Oracle 11g RAC R2, Oracle 12c R1 RAC, Oracle 12c R2 RAC, PostgreSQL 9.6
- Genesys CX Insights includes more than 50 reports and dashboards, and a versatile array of metrics, attributes, and other objects that can be used to construct reports and dashboards. Genesys CX Insights provides a web interface that enables users to easily customize or create additional reports and dashboards.
- Genesys CX Insights empowers individuals through self-service analytics, and supports the following enhanced features:
 - Data Discovery and Dashboards
 - Data Preparation and Blending with additional data sources
 - Custom HTML 5 Visualizations

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Customer Experience Insights](#)

Genesys Products

- [List of Release Notes](#)

- Personalized Alerts on Metrics

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

This is the initial release of Genesys CX Insights.

Supported Languages

Only US English is supported in this release, contact your Genesys representative for information about future support for other Language Packs.