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Genesys Customer Experience Insights

9.0.011.02

12/17/2025

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9.x Genesys Customer Experience Insights is part of 9.x starting in 9.0.007.03.

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/19	Update			X		

What's New

This release contains the following new features and enhancements:

- **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. (GCXI-1939)
- **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. (GCXI-1949)

Resolved Issues

This release contains no resolved issues.

Helpful Links

Releases Info

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

Deployment Procedure

[9.0.0 Deployment Procedure](#)

Product Documentation

- [Genesys Customer Experience Insights](#)

Genesys Products

- [List of Release Notes](#)

Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.