Genesys Customer Experience Insights

9.0.012.01

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
10/31/19	General			X		

What's New

This release contains the following new features and enhancements:

- **Agent Details Activity 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. (GCXI-1975)

- **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)

- **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. (GCXI-2085)

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

Resolved Issues

This release contains the following 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
```

(GCXI-1979)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.01.