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Genesys Customer Experience Insights

9.0.014.02

12/17/2025

9.0.014.02

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
03/25/20	General			X		

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:
 - Queue Throughput Report — provides a holistic view of tasks in queues (such as New, Cancel, Rejected, Completed), which you can view by processes within departments. Use this report to analyze how tasks pass through business process steps associated with queues, during a given time interval. (IWD-9293)
 - 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. (IWD-9171)
- **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. (GCXI-2784)
See [Supported Languages](#). (GCXI-2432)
- **Miscellaneous enhancements:**
 - Support for the Microstrategy 2020 (version 11.02.0000.38225) platform. (GCXI-2656)

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

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- Support for Vitara charts version 4.3.4.583. (GCXI-2656)
- Support for Oracle 19c database. See the [Genesys Customer Experience Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (SLG-1914)

Resolved Issues

This release contains the following resolved issues:

Update no longer fails on Genesys CX Insights deployments where the metadata default language is internationalized. (GCXI-2546)

Genesys CX Insights now successfully ends login sessions. Previously in some scenarios, when users tried to log out, they remained logged in. (GCXI-2703)

Upgrade Notes

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

Supported Languages

The following languages are supported in this release, for the Genesys CX Insights project:

- Arabic
- Chinese (Simplified)
- Dutch
- French (Canada)
- French (France)
- German (Germany)
- Italian

- Japanese
- Korean
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish (Latin America/Mexico)
- Turkish

The following languages are supported in this release, for the Genesys CX Insights for iWD project:

- Chinese (Simplified)
- French (Canada)
- French (France)
- German (Germany)
- Japanese
- Portuguese (Brazilian)
- Russian
- Spanish (Latin America/Mexico)