Genesys Customer Experience Insights

9.0.015.01

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
06/29/20	Update			X		

What's New

This release contains the following new features and enhancements:

- **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) (GCXI-3064)
  - Support for VitaraCharts 4.4.5.627 (GCXI-3064)
  - Support for nginx 0.30.0 (GCXI-3009)

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

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. (GCXI-3216)

The GCXI container no longer fails to start in scenarios where the TOMCAT_ADMINPWD environment variable contained parentheses. Previously in GCXI release 9.0.014.02 deployments, the container failed to start in such scenarios. (GCXI-2941)

In duplicated projects, reports that use FreeFormSql now run correctly. Previously in GCXI release 9.0.014.02 deployments, the following reports failed in such scenarios:

- Interaction Flow Report

- Agent Details Activity Report

- Any custom reports that use FreeFormSql

(GCXI-2867)

Applying localization to GCXI no longer affects project properties. Previously, applying localization reset project properties to default values. (GCXI-2833)

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.