GENESYS™

Genesys Customer Experience Insights

9.0.017.01

12/17/2025

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Genesys Customer Experience Insights Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/01/21	Update			X			

What's New

This release contains the following new features and
enhancements:

- Operating environment updates — This release includes updates
  to all included CentOS packages.

Resolved Issues

This release contains the following resolved issues:

The Application prompt is removed from the Designer > Activity
Summary Report. This prompt was present in previous releases,
but not supported. (GCXI-4351)

On the Bot Analytical dashboard, values are now displayed without digit group separators (,).
Previously, numbers larger than 1000 were displayed with the format ##,###,###, rather than ##
###. (GCXI-4299)

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

On the Final Disposition Dashboard, trend lines for the following metrics now appear on the bar chart:

- Entered in Self-Service
- Contained in Self-Service
- Entered in Assisted Service
- Abandoned in Queue
- Routed to DN
- Routed to Agent

Previously, the trend lines were missing. (GCXI-4297)

SSO authentication now completes successfully in scenarios where AWS Application Load Balancer is deployed an MPLS environment. Previously in such scenarios, authentication could fail. (GCXI-4291)

In the Agent Details Activity Report, filtering by State Name now works correctly. Previously in some circumstances, applying this filter could result in an error similar to the following:

```
Error when editing filter sub expression. Please review your answers. Warning! Incorrect
number format, please try again.
```

(GCXI-4262)

Long values are now displayed fully in the Interaction ID, Session Key, and other GUID fields of several reports. Previously, values 19 digits or longer were not displayed in full. (GCXI-4225)

Upgrade Notes

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