Genesys Customer Experience Insights

9.0.019.00

12/19/2025

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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
04/01/21	General			X			

What's New

This release contains the following new features and enhancements:

- **Designer Application Reporting Enhancements** — New dashboards provide enhanced analysis of Designer-application usage:
  - Milestone Path Analysis Dashboard — Explore the first and last milestones customers traversed, and the number of sessions that ended in each final disposition. (GCXI-4285)
  - ANI Details Dashboard — Explore outcomes of customer interactions based on Automatic Number Identification (ANI). (GCXI-4624)
- **Weekly Dashboards** — New dashboards provide weekly views of contact center activity:
  - Weekly Agent Group Performance Dashboard — Explore weekly interaction handling at the group level on a weekly basis.
  - Weekly Agent Group Utilization Dashboard — Understand how agents used their time over the course of a week.
  - Weekly Business Attribute Dashboard — Explore interaction business-result categorization on a weekly basis.
  - Weekly Queue Summary Dashboard — Assess the weekly performance of configured queues.

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

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- Weekly Self Service Containment Dashboard — Explore the volume of interactions that are (or are not) contained in Self-Service.
(GCXI-4742)

- **SAML support** — Genesys CX Insights now supports SAML. When configured, this feature allows you to use SAML server to provide authentication to Genesys CX Insights. This functionality is provided as a preview feature. For more information, see the *Genesys CX Insights User's Guide*. (GCXI-4081)

- **Changes to object names in the iWD project** — Several attributes and prompts are renamed for greater clarity. Attributes and prompts that were previously referred to as *Resource ID* and *Last Resource ID* are now referred to as *Employee ID* and *Last Employee ID*, respectively, in the following reports:

  - Resource Performance Report

  - Resource Performance Dashboard

  - Task Detail Report

  - Task Work Detail Report

    For more information, see the Genesys CX Insights 9.0 Projects Reference Guide.

    (GCXI-4757)

- Updates are provided for all included CentOS packages.

Resolved Issues

This release contains the following resolved issues:

Descriptions now appear for the GCXI_GIM_DB and gcxi_meta_info Database Instances in MicroStrategy Developer. Previously in some releases, the descriptions were missing. (GCXI-4746)

Genesys CX Insights now correctly applies database properties from JDBC_OPTS variables defined within DSN definitions. Previously in some scenarios, such values were not applied, preventing the configuration of TLS database connections. (GCXI-4718)

Designer Interaction Outcome Statistics datasets in the **Dashboards** > **Datasets** folder are now hidden, unless the option enable-sdr is enabled. (GCXI-4529)

Upgrade Notes

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