Genesys Customer Experience Insights

9.0.019.01

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
04/30/21	Update			X			

What's New

This release contains the following new features and enhancements:

- Support for MicroStrategy 2021 Update 1 (11.3.0100.18093) (GCXI-4874)

- Support for Vitara Charts 4.7.0.818 (GCXI-4876)

- Support for Red Hat Enterprise Linux 8 and CentOS Linux 8. Note that support begins with Genesys CX Insights 9.0.009.01. Red Hat Enterprise Linux 8 and CentOS Linux 8 are expected to work correctly with earlier releases of Genesys CX Insights, but Genesys does not test such configurations. (GCXI-4857)

- Updates are provided for all included CentOS packages.

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 no resolved issues.

Upgrade Notes

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