Genesys Customer Experience Insights

100.0.023.0000

12/17/2025

100.0.023.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
> The URL for this Release Note indicates Genesys CX Insights 9.0.023.00, however, the full release number is Genesys CX Insights 100.0.023.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/21	General			X			

What's New

This release contains the following new features and enhancements:

- **Billing Data Reports** — New reports in the **GCXI** > **Billing Data** folder provide detailed information about your usage, as follows:
  - GVP minutes and ports usage: IVR Usage Report
  - Named and Concurrent Users Count usage: Inbound Voice User report
    To support this change, several new objects are added to the GCXI Project; for more information, see the *Genesys CX Insights 9.0 Projects Reference Guide*.

    For more information about Billing Data Server, see the BDS documentation.

    (GCXI-4847)
- **Callback customization enhancements** — New attributes, Dial

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

Result and Desired Time, in the **GCXI** > **Callback** > **Detail** folder enable you to customize the Callback Details report to organize report data based on the final result of the callback and the customer's desired callback time.

For information about applying these customizations, see Customize the report to filter by Desired Time and Dial Result in the *Genesys Customer Experience Insights User's Guide*.

(GCXI-5343)

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The ANI Details Dashboard (and underlying ANI Details Report) now correctly displays the Media Type. Previously, `null` values appeared in the Media Type column. (GCXI-5470)

In deployments where SAML is configured for SSO, SAML Authentication can now be selected as a login method. Previously, in deployments with MicroStrategy Update 1, SSO Authentication could not be selected as a login method unless you manually enabled SSO in Admin. (GCXI-5459)

Reports in the Chat folder now appear as expected. Previously in some scenarios, several reports were missing from this folder. (GCXI-5453)

Genesys CX Insights now correctly calculates Pending and Pending Overdue metrics in reports. Previously, incorrect results appeared in reports, but a simple SQL query returned a correct result. (GCXI-5381)

Upgrade Notes

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