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Genesys Customer Experience Insights

100.0.023.0001

12/17/2025

100.0.023.0001

Genesys Customer Experience Insights Release Notes

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

Important

This Release Note describes Genesys CX Insights 9.0.023.01, which is the same release as Genesys CX Insights 100.0.023.0001.

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Installing updates of Genesys CX Insights now completes more quickly and the CX Insights project version is updated. Previously, updating from 100.0.021 or 100.0.020 release to a later release took longer than expected, and the project version did not update

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](#)

successfully. (GCXI-5616)

Genesys CX Insights now uses UTF8 encoding when exporting CSV files. Previously in release 100.0.023.0000, CSV files were encoded using UTF16, which resulted in incorrect column formatting when the exported CSV files were viewed using Microsoft Excel. (GCXI-5608)

Genesys Products

- [List of Release Notes](#)

Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.