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Genesys Customer Experience Insights

100.0.025.0100

12/24/2025

100.0.025.0100

Genesys Customer Experience Insights Release Notes

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

Important

Release numbers 9.0.025.01 and 100.0.025.0100 refer to the same version of Genesys Customer Experience Insights software. The 9.0.025.01 release package contains the Genesys Customer Experience Insights 100.0.025.0100 software.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/21	General			X			

What's New

This release contains the following new features and enhancements:

- A new report, **ANI Details Report**, enables you to explore outcomes of customer interactions based on Automatic Number Identification (ANI), including organization by Hour of Day. (GCXI-5550)
- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228).

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](#)

Resolved Issues

This release contains the following resolved issues:

Genesys Products

- [List of Release Notes](#)

If the enable-sdr option is not enabled, the Weekly Self Service Containment Dashboard is now hidden. (GCXI-5238)

In the [Agent Details Activity Report](#), the Session Key column now correctly shows all expected data. Previously, data was sometimes partly hidden due to a problem with the column width. (GCXI-5500)

The [Task Detail Report](#) now correctly populates data in all columns. Previously in environments with Genesys CX Insights 100.0.024.0000, only the Due Date Time column was populated, and all other fields were empty. (GCXI-5727)

On deployments that use Oracle DBMS, you can now restrict data in reports using multiple MicroStrategy Security Filters having similar SQL structures, without expecting any error. Previously in certain scenarios where more than one filter had similar sub-queries or other structural similarities, an error message could appear in the Genesys CX Insights JDBC log file, such as:

```
ORA-00904: "A": invalid identifier.
```

(GCXI-5728)

Upgrade Notes

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