Genesys Customer Experience Insights

100.0.028.0000

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
04/13/22	General			X			

Important

This page applies to Genesys CX Insights **on-premises deployments** only. For on-premises deployments, always use software that you download from Salesforce.

If you are deploying **Genesys CX Insights in Genesys Multicloud CX private edition**, always use software that you download from the Genesys JFrog repository, and follow the instructions for Genesys Multicloud CX, and refer to the Multicloud CX Release Notes.

What's New

This release contains the following new features and enhancements:

- Support for MicroStrategy 2021 update 5.1, Build Number 11.3.0560.0065 and Interactive Intelligence Server 11.3.0560.01489 (GCXI-6059)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Deployment Procedure

9.0.0 Deployment Procedure

Resolved Issues

This release contains the following resolved issues:

The attribute Detail > Handling Attempt Connection ID now correctly displays longer values. Previously, the metric had an incorrect datatype, and subsequently displayed incorrect values when the value was longer than 16 digits. (GCXI-5983)

Scheduled monthly reports are now delivered as expected, regardless of time zone. Previously, Genesys CX Insights did not send monthly-scheduled reports for any time zone other than UTC. (GCXI-5840)

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Upgrade Notes

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