GENESYS™

Genesys Customer Experience Insights

Release Notes 9.0.x

12/5/2025

Table of Contents

Genesys Customer Experience Insights 9.0.x Release Note

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

> ### 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.

This Release Note applies to all on-premises 9.0.x releases of Genesys CX Insights. Links in the Available Releases section enable you to access information regarding a specific release.

This Release Note applies to the following components:

- Genesys Customer Experience Insights
- Genesys Customer Experience Insights Ops
- Genesys Customer Experience Insights DB

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.041.00	11/03/25	General			X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.040.00	07/09/25	General			X		
9.0.039.00	04/14/26	General			X		
9.0.038.00	03/14/25	General			X		
9.0.037.00	08/29/24	General			X		
9.0.036.00	07/05/24	General			X		
9.0.035.00	02/16/24	General			X		
9.0.019.01	04/30/21	Update			X		
9.0.019.00	04/01/21	General			X		
9.0.018.00	03/05/21	General			X		
9.0.017.01	02/01/21	Update			X		
9.0.016.03	12/23/20	Update			X		
9.0.016.02	11/13/20	General			X		
9.0.015.04	09/29/20	Update			X		
9.0.015.02	07/31/20	Update			X		
9.0.015.01	06/29/20	Update			X		
9.0.015.00	06/18/20	General	Unavailable		X		
9.0.014.03	05/14/20	Update			X		
9.0.014.02	03/25/20	General			X		
9.0.013.01	12/18/19	General			X		
9.0.012.01	10/31/19	General			X		
9.0.011.03	09/23/19	Update			X		
9.0.011.02	07/29/19	Update			X		
9.0.011.00	06/26/19	General			X		
9.0.010.05	05/24/19	Update			X		
9.0.010.04	04/15/19	General			X		
9.0.009.00	12/21/18	General			X		
9.0.008.00	10/31/18	Update			X		
9.0.007.03	09/21/18	General			X		

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Genesys Customer Experience Insights page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is

in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

- Windows 2016 for MicroStrategy Developer (For more information, refer to the MicroStrategy documentation here.)

Discontinued as of	Date: **June 30, 2023**	Release: **100.0.033.0000**

- IBM AIX LPAR Virtualization (all versions)
- IBM DB (all versions)
- Solaris (all versions)
- Solaris Containers Virtualization (all versions)
- Oracle 11.x
- Red Hat Enterprise Linux 6.x

Discontinued as of	Date: **November 30, 2020**	Release: **9.0.016.03**

- Microsoft Windows Server 2008
- Microsoft SQL Server 2008
- Hyper-V Server 2008
- Microsoft Windows 7
- VMWare (5.x and earlier)
- PostgreSQL (9.4 and earlier)
- Cassandra 2.0
- Redis 3.0

Discontinued as of	Date: **June 30, 2020**	Release: **9.0.016.02**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Genesys Customer Experience Insights, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Genesys Customer Experience Insights, see the following documentation:

- The documentation related to this software is available from the GCXI page.

- The *Genesys CX Insights Deployment Guide* provides details about installing and configuring Genesys Customer Experience Insights.

- The Genesys Customer Experience Insights page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Customer Experience Insights components.

- The *Genesys CX Insights User's Guide* describes the reports, metrics, attributes, and prompts in Genesys CX Insights, and provides information to help you manage the out-of-box reports, create or modify reports and the supporting project elements using MicroStrategy Web.

    - The *Genesys CX Insights User's Guide* is also available in localized versions: French (Canada) and French (France).

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Genesys Customer Experience Insights

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Customer Experience Insights. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Reports in the Designer and Task Routing folders are supported for Genesys Engage cloud deployments only.

There is a known interoperability issue with Oracle 11g; when you configure the extended RDBMS type used by Genesys CX Insights, Genesys recommends that you use Oracle 11gR2, or another supported type, instead. See Installing Genesys CX Insights for more information.

Reports in the Task Routing folder are supported for Genesys Engage cloud deployments only.

When you change the language used to display the reports, note that MicroStrategy does not provide translation into Turkish or Arabian (AR-sa). So, while Turkish and Arabian (AR-sa) are supported by Genesys CX Insights (beginning in release 9.0.009), it is not supported by MicroStrategy. This means that only some objects will be localized, causing some parts of the reports to appear in English.

In deployments with MicroStrategy Update 1, **SAML Authentication** cannot be selected as a login method, even when it is enabled. To work around this issue, upgrade to a later release of Genesys CX Insights, or manually enable it:

1. Log in to Tomcat Admin.
2. Clear the **Enabled** checkbox for **Trusted Authentication Request**.
3. Set the **Enabled** checkbox for **SAML Authentication**.
4. Restart Tomcat for the change to take effect.

ID: **GCXI-5459**	Found In: **9.0.019.01**	Fixed In: **100.0.023.0000**

The Interaction ID prompt does not work after upgrade from release 9.0.015.02 to release 9.0.019.01.

| ID: **GCXI-5075** | Found In: **9.0.019.01** | Fixed In: **100.0.020.0000** |

The ANI Details Dashboard (Top Callers tab) incorrectly lists the 50 callers with the smallest number of interactions, where it is expected to list those with the largest number of interactions.

| ID: **GCXI-5071** | Found In: **9.0.019.01** | Fixed In: **100.0.020.0000** |

In Genesys Engage Cloud environments where Genesys CX Insights GCXI 9.0.0.19.01 is used with GWS authentication, the MicroStrategy Web Administration tool (mstrServerAdmin) fails to load (because the Anti-CSRF token blocks the page), producing a an error similar to the following:

```
Due to security restrictions, we cannot proceed with this request.
```

| ID: **GCXI-5040** | Found In: **9.0.019.01** | Fixed In: |

In Kubernetes using descriptors deployments, report subscriptions fail because the default value for `Scheduled Reports Elapsed Time` is too small (20 seconds). To work around this issue, add the following parameter in the **gcxi.properties** file:

```
MSTR_PRJ_MAXSCHEDULEREPORTEXECTIME=1200
```

For more information, see: Microstrategy article KB18269.

| ID: **GCXI-5054** | Found In: **9.0.019.01** | Fixed In: |

Genesys CX Insights ignores user selections in the **Interaction ID** report prompt in the following reports: Transfer Detail Report, Interaction Flow Report, Predictive Routing Detail Report, and Co-browse Detail Report. As a result, in the Interaction Handling Attempt Report, links in the Interaction ID column do not work, and the Interaction Flow Report fails to generate.

| ID: **GCXI-4791** | Found In: **9.0.019.00** | Fixed In: **100.0.020.0000** |

In some scenarios, when a user clicks a linked value within a report, the related reports that open can contain no data. This issues is caused by an incorrect value (long value ends with zeros/E+) in the prompt/report filter for the Interaction ID field.

| ID: **GCXI-4498** | Found In: **9.0.017.01** | Fixed In: **100.0.020.0000** |

The Final Disposition Dashboard is visible in the GCXI project even when enable-sdr is disabled. However, it cannot produce any useful output in this scenario.

| ID: **GCXI-4095** | Found In: **9.0.016.02** | Fixed In: **9.0.016.03** |

Helm installation with Kubernetes 1.19 fails, producing an error similar to:

```
Error: unable to build kubernetes objects from release manifest: error validating "": error
```

```
validating data: [ValidationError(Ingress.spec.rules[0].http.paths[0].backend): unknown field
"serviceName" ...
```

To work around this issue:

1. Open the **gcxi-web-ingress.yaml** file for editing.

2. In two places within the file, find the following string:
   ```
   {{- if semverCompare ">=1.19-0" .Capabilities.KubeVersion.GitVersion -}}
   ```

   and change it to:

   ```
   {{- if semverCompare ">=1.22-0" .Capabilities.KubeVersion.GitVersion -}}
   ```

ID: **GCXI-4090**	Found In: **9.0.016.02**	Fixed In: **9.0.016.03**

In localized deployments, the following report and dashboard names or descriptions are not fully translated:

- Agent Omnichannel Activity Report
- Agent Summarized State
- Agent Activity
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Agent Utilization
- Transfer Detail Report
- Co-browse Detail Report
- Predictive Routing Agent Occupancy Report (Active Time & Predictive)(Day)

ID: **GCXI-4047**	Found In: **9.0.016.02**	Fixed In: **9.0.016.03**

In deployments that are localized to use Japanese, Korean, or Chinese, report names do not display correctly when exported to PDF.

ID: **GCXI-3854**	Found In: **9.0.015.04**	Fixed In:

In some scenarios, Japanese, Chinese, or Korean text fails to appear when reports are exported to CSV files. To work abound this issue, perform one of the following:

- For Docker-Kubernetes deployments:

  1. Navigate to the **<tomcat>** > **webapps** > **Microstrategy** > **WEB-INF** > **xml** > **config** folder, where <tomcat> is the folder containing the Tomcat instance that serves MicroStrategy.

  2. Open the **exportFormats.xml** file for editing, and make the following change:
     For the two <export-format> nodes where the value of **export-format-type** attribute is com.microstrategy.web.app.beans.EnumExportFormats.ExportFormatCsv and com.microstrategy.web.app.beans.EnumExportFormats.ExportFormatCsvIServer, add the

following case sensitive XML attribute: charset="UnicodeLittle"

3. Save the **exportFormats.xml** file.

- For Docker-compose installation:

    1. Execute the following command to copy the file **exportFormats.xml** from Docker to your local desktop:

        ```
        docker cp ${container_id}:/opt/tomcat/webapps/MicroStrategy/WEB-INF/xml/config/
        exportFormats.xml exportFormats.xml
        ```

    2. Open the **exportFormats.xml** file for editing, and make the following change:

        1. For the two <export-format> nodes where the value of the **name** attributes are csv and csvIServer, add the following XML attribute: charset="UnicodeLittle"

    3. Execute the following command to save the **exportFormats.xml** file, and copy it back to the Docker container:

        ```
        docker cp exportFormats.xml ${container_id}:/opt/tomcat/webapps/MicroStrategy/WEB-
        INF/xml/config/exportFormats.xml
        ```

    4. Execute the following command to restart the Docker container:

        ```
        docker restart ${container_id}
        ```

ID: **GCXI-3794**	Found In: **9.0.015.02**	Fixed In: **9.0.015.04**

In some scenarios, Japanese, Chinese, or Korean text fails to appear when reports are exported to PDF files.

- To work around this issue in release 9.0.015.04, apply the new WenQuanYi Zen Hei font as follows:

    1. Open the affected report for editing.

    2. In the FORMAT section, set **All Grid Cells" and "All", and then select the new WenQuanYi Zen Hei font.**

    3. Save the report.

    4. Execute the following command to restart the container:

        ```
        docker restart ${container_id}
        ```

- To work around this issue in releases earlier than 9.0.015.04:

    1. Execute the following command to install the WenQuanYi Zen Hei font to the container:

        ```
        docker exec -it ${container_id} bash -c 'yum install -y wqy-zenhei-fonts && yum
        clean all && cp /usr/share/fonts/wqy-zenhei/* /var/opt/MicroStrategy/install/
        PDFGeneratorFiles/'
        ```

    2. To make the new font available in Genesys CX Insights:

        1. Execute the following command to copy the file **fontNamesPicker.xml** from the container to your local desktop:

            ```
            docker cp ${container_id}:/opt/tomcat/webapps/MicroStrategyMobile/WEB-INF/xml/
            config/fontNamesPicker.xml fontNamesPicker.xml
            ```

2. Open the **fontNamesPicker.xml** file for editing, and add the following nodes:

```
<shortcut desc="WenQuanYi Zen Hei" name="pkrWenQuanYi Zen Hei">
        <attributes>
            <attribute name="style" value="font-family:WenQuanYi Zen Hei" />
            <attribute name="value" value="WenQuanYi Zen Hei"/>
        </attributes>
    </shortcut>
    <shortcut desc="WenQuanYi Zen Hei Mono" name="pkrWenQuanYi Zen Hei Mono">
        <attributes>
            <attribute name="style" value="font-family:WenQuanYi Zen Hei Mono"
/>
            <attribute name="value" value="WenQuanYi Zen Hei Mono"/>
        </attributes>
    </shortcut>
    <shortcut desc="WenQuanYi Zen Hei Sharp" name="pkrWenQuanYi Zen Hei Sharp">
        <attributes>
            <attribute name="style" value="font-family:WenQuanYi Zen Hei
Sharp" />
            <attribute name="value" value="WenQuanYi Zen Hei Sharp"/>
        </attributes>
    </shortcut>
```

3. Execute the following command to copy the file **fontNamesPicker.xml** back to the container:

```
docker cp fontNamesPicker.xml ${container_id}:/opt/tomcat/webapps/
MicroStrategyMobile/WEB-INF/xml/config/fontNamesPicker.xml
```

3. Apply the new WenQuanYi Zen Hei font as follows:

    1. Open the affected report for editing.

    2. In the FORMAT section, set **All Grid Cells" and "All", and then select the new WenQuanYi Zen Hei font.**

    3. Save the report.

    4. Execute the following command to restart container:

    ```
    docker restart ${container_id}
    ```

ID: **GCXI-3793**	Found In: **9.0.015.02**	Fixed In: **9.0.015.04**

Genesys CX Insights fails to restart in scenarios where a default project (CX Insights or CX Insights for iWD) is disabled. To work around this issue:

1. Open MicroStrategy Developer.

2. Right-click the server name, and select **Configure MicroStrategy Intelligence Server**.

3. In the **Project** > **General** section, mark all unchecked boxes next to Project names, and click **OK**.

4. Restart if required.

ID: **GCXI-3690**	Found In: **9.0.015.00**	Fixed In:

In scenarios where you upgrade to Genesys CX Insights 9.0.015.00 from an older release, a new folder, **Support**, appears in Genesys CX Insights. Any reports in this folder are reserved for internal use.

ID: **GCXI-3355**	Found In: **9.0.015.00**	Fixed In:

In scenarios where the LOG_LEVEL variable is declared in the **gcxi.properties** file, worker nodes fail to join the cluster, with the following error:

```
NOTICE |     |main                    |                         |Waiting for the primary node to
finish start. Sleep 20
```

To work around this issue, omit the LOG_LEVEL variable.

ID: **GCXI-3351**	Found In: **9.0.015.00**	Fixed In: **9.0.016.03**

In release 9.0.014.03, pods cannot run on the Kubernetes Control plane node.

To work around this issue, add the following text in the **containers** section of the **gcxi-postgres.yaml** file. This change causes PostgreSQL to run on the Kubernetes Control plane node:

```
    tolerations:
    - effect: NoSchedule
      key: node-role.kubernetes.io/master
      operator: Exists
    nodeSelector:
      node-role.kubernetes.io/master: ""
```

ID: **GCXI-3141**	Found In: **9.0.014.03**	Fixed In:

When deploying a fresh installation of Genesys CX Insights release 9.0.014.02 and later where you will use PostgreSQL for the meta database, PostgreSQL 11 is required. In scenarios where you upgrade to Genesys CX Insights release 9.0.014.02 from an earlier release, you can continue to use PostreSQL 9.x for the meta database.

ID: **GCXI-3155**	Found In: **9.0.014.02**	Fixed In:

Applying localization to GCXI Projects causes some Project properties to return to default values. You can work around this issue using either of the following methods:

- **Workaround option 1** — Complete the following steps:

  1. Log in using an account with Administrator or Developer privileges.

  2. On the user menu, open **Preferences**.

  3. In the section **Project Defaults** > **General**, change the value of **Color Theme** from **Red** to **CXInsights**,

  4. Click **Apply**.

  5. In the section **Folder browsing**, select the **My Reports** option.

  6. Click **Apply**.

  7. In the section **History List**, clear the option **The new scheduled report or document will overwrite older versions of itself.**

  8. Click **Apply**.

9. In the section **Export Reports**:

   1. Select **Encode CSV for exporting to Excel**

   2. Change the value of **Maximum number of cells to export to plain text:** from 100000 to 1000000.

   3. Change the value of **Maximum number of cells to export to HTML and Excel with formatting:** from 10000 to 1000000.

   4. Click **Apply**.

- **Workaround option 2** — Complete the following steps:

   1. On a machine with a docker container running, log in using an account with Administrator or Developer privileges.

   2. Execute the following command:

```
docker exec -it ${CONTAINER_ID} /bin/bash -c "cd /genesys/gcxi; java -jar
 com.genesys.gcxi.generator.jar -s localhost -p 34952 -l Administrator -w
 ${MSTR_PASSWORD} -f templates -m true -x 128"
```

   Where:

   ${CONTAINER_ID} - docker container id

   ${MSTR_PASSWORD} - Administrator password

ID: **GCXI-2833**	Found In: **9.0.014.02**	Fixed In: **9.0.015.00**

After upgrading from an older release, Genesys CX Insights fails to restart in scenarios where the properties of a MicroStrategy object contain a UTF-8 string greater than 32768 bytes.

ID: **GCXI-2553**	Found In: **9.0.013.01**	Fixed In: **9.0.014.03**

Update fails on Genesys CX Insights deployments where the metadata default language is set to anything except English (United States), with an error that includes text similar to: `Error running handler: exit status 1`. To work around this issue, complete the following steps before beginning an update:

   1. Log in as Administrator, click **User Preferences** > **General**.

   2. In the **Language** > **Metadata** list, select **English (United States)**.

ID: **GCXI-2546**	Found In: **9.0.013.01**	Fixed In: **9.0.014.02**

When upgrading to Genesys CX Insights 9.0.012.01, all custom DSN settings, such as settings for TLS, and localization, are lost if DRV_TYPE=0DBC is not set explicitly. This occurs because, in release 9.0.012.01, the DRV_TYPE value is set to JDBC by default.

ID: **GCXI-2398**	Found In: **9.0.012.01**	Fixed In: **9.0.013.01**

In Microsoft SQL deployments where you configure MicroStrategy Web to use Azeri Latin, the connection can fail with an ODBC error.

ID: **GCXI-1772**	Found In: **9.0.010.04**	Fixed In:

Once you have enabled a language other than US English, switching to a different language can cause only partial translation. If, after enabling a language, you wish to switch to a different language, talk to your Genesys representative.

ID: **GCXI-1618**	Found In: **9.0.009.00**	Fixed In: **9.0.010.04**

The Genesys CX Insights Installation Package comprises several files, some of which are too large to be downloaded using Genesys Download Center. Contact Customer Care for assistance.

ID: **GCXI-1557**	Found In: **9.0.008.00**	Fixed In:

The performance of SQL-based reports can vary depending on the data in your database, so in some circumstances, reports that use the optimized filters can run more slowly than expected, and, in some cases, timeouts can occur. To resolve this issue, Genesys recommends changing the affected report to use the standard date time filters. To resolve this issue, remove the special optimized filter from a report, and replace it with a standard filter. For more information, see Optimizing report filtering in the *Genesys CX Insights User's Guide*.

ID: **GCXI-1596**	Found In: **9.0.007.03**	Fixed In:

In deployments with MicroStrategy release 10.11.1, when users select widgets on the dashboard, data appearing on other widgets does not automatically update. For example, clicking on an agent name does not focus the dashboard on that agent.

To work around this issue, complete the following steps:

1. Log in with an account that is a member of the Genesys Super Administrator group (or use the preconfigured user GenSupAdm).
2. Run the dashboard, and select the source widget.
3. On the source widget configuration menu (at top-right corner of the widget), choose **Select Targets…**
4. On each target widget, clear the checkbox **Targets**. The **Target** placeholder disappears from the target widget.
5. Click **Apply**.
6. On the source widget configuration menu (at top-right corner of the widget), choose **Select Targets…**
7. Select each target widget. The **Target** placeholder appears in the target widget.
8. Click **Apply**.
9. Select **File** > **Change Prompt Option and Save**. A confirmation requester appears.
10. Select **And discard current answers**, and click **Confirm and Save**.

ID: **GCXI-1506**	Found In: **9.0.007.03**	Fixed In: **9.0.008.00**

In scenarios where agents or queues are members of more than one group, and access restrictions

are configured for all groups of which the agent or queue is the member, data can be double-counted in reports.

| ID: **GCXI-1509** | Found In: **9.0.006.01** | Fixed In: **9.0.009.00** |

In Genesys CX Insights deployments that do not include the recommended release of Reporting and Analytics Aggregates (RAA), some reports may not work as expected. For example, with RAA 8.1.405.11, the Callback Details Report doesn't work. (The Callback Details Report requires RAA Release 8.5.001.23 or later.) Genesys recommends that you always install compatible releases of RAA and other products, as described in the 9.0 Product Alerts.

| ID: **GCXI-1139** | Found In: **9.0.006.00** | Fixed In: |

In some scenarios following the installation of GCXI updates, a warning message appears after users log in, which includes the following text:

```
This is a notification that your MicroStrategy implementation may be out of compliance with
your software agreement.   The number of...
```

This indicates a configuration problem, not a license error. For information about how to work around this issue, see the MicroStrategy Knowledge Base.

| ID: **GCXI-1989** | Found In: **9.0.0** | Fixed In: |

In scenarios where Genesys CX Insights subscriptions are configured to send localized reports by email to accounts are configured to use the **Generic Email** device option, the email subject line contains incorrect coding, and may contain unexpected characters such as question marks (?). To correct this issue, complete the following steps:

1. Log in to Genesys CX Insights as an administrator, click your user name, and select **Preferences**.
2. On the Preferences page, click **E-mail Addresses**.
3. Add (or edit existing) email addresses, configuring the **Device** as **Outlook**.

| ID: **GCXI-2327** | Found In: | Fixed In: |

In HA deployments, the creation of MicroStrategy clusters can fail in scenarios where more than one MicroStrategy instance tries to write logs into a common folder. For example, this problem can occur in Kubernetes deployments where multiple instances use the /mnt/log folder.

| ID: **GCXI-3027** | Found In: | Fixed In: |

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In**

and **Fixed In** fields refer to the English (US) release of Genesys Customer Experience Insights unless otherwise noted in the issue description.

In localized deployments, the following report and dashboard names or descriptions are not fully translated:

- Agent Omnichannel Activity Report
- Agent Summarized State
- Agent Activity
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Agent Utilization
- Transfer Detail Report
- Co-browse Detail Report
- Predictive Routing Agent Occupancy Report (Active Time & Predictive)(Day)

ID: **GCXI-4047**	Found In: **9.0.016.02**	Fixed In: **9.0.016.03**

In deployments that are localized to use Japanese, Korean, or Chinese, report names do not display correctly when exported to PDF.

ID: **GCXI-3854**	Found In: **9.0.015.04**	Fixed In:

In some scenarios, Japanese, Chinese, or Korean text fails to appear when reports are exported to CSV files. To work abound this issue, perform one of the following:

- For Docker-Kubernetes deployments:

  1. Navigate to the **<tomcat>** > **webapps** > **Microstrategy** > **WEB-INF** > **xml** > **config** folder, where <tomcat> is the folder containing the Tomcat instance that serves MicroStrategy.

  2. Open the **exportFormats.xml** file for editing, and make the following change:
     For the two <export-format> nodes where the value of **export-format-type** attribute is com.microstrategy.web.app.beans.EnumExportFormats.ExportFormatCsv and com.microstrategy.web.app.beans.EnumExportFormats.ExportFormatCsvIServer, add the following case sensitive XML attribute: charset="UnicodeLittle"

  3. Save the **exportFormats.xml** file.

- For Docker-compose installation:

  1. Execute the following command to copy the file **exportFormats.xml** from Docker to your local desktop:

     ```
     docker cp ${container_id}:/opt/tomcat/webapps/MicroStrategy/WEB-INF/xml/config/
     exportFormats.xml exportFormats.xml
     ```

  2. Open the **exportFormats.xml** file for editing, and make the following change:

1. For the two <export-format> nodes where the value of the **name** attributes are csv and csvlServer, add the following XML attribute: charset="UnicodeLittle"

3. Execute the following command to save the **exportFormats.xml** file, and copy it back to the Docker container:

```
docker cp exportFormats.xml ${container_id}:/opt/tomcat/webapps/MicroStrategy/WEB-
INF/xml/config/exportFormats.xml
```

4. Execute the following command to restart the Docker container:

```
docker restart ${container_id}
```

ID: **GCXI-3794**	Found In: **9.0.015.02**	Fixed In: **9.0.015.04**

In some scenarios, Japanese, Chinese, or Korean text fails to appear when reports are exported to PDF files.

- To work around this issue in release 9.0.015.04, apply the new WenQuanYi Zen Hei font as follows:

  1. Open the affected report for editing.

  2. In the FORMAT section, set **All Grid Cells" and "All", and then select the new WenQuanYi Zen Hei font.**

  3. Save the report.

  4. Execute the following command to restart the container:

     ```
     docker restart ${container_id}
     ```

- To work around this issue in releases earlier than 9.0.015.04:

  1. Execute the following command to install the WenQuanYi Zen Hei font to the container:

     ```
     docker exec -it ${container_id} bash -c 'yum install -y wqy-zenhei-fonts && yum
     clean all && cp /usr/share/fonts/wqy-zenhei/* /var/opt/MicroStrategy/install/
     PDFGeneratorFiles/'
     ```

  2. To make the new font available in Genesys CX Insights:

     1. Execute the following command to copy the file **fontNamesPicker.xml** from the container to your local desktop:

        ```
        docker cp ${container_id}:/opt/tomcat/webapps/MicroStrategyMobile/WEB-INF/xml/
        config/fontNamesPicker.xml fontNamesPicker.xml
        ```

     2. Open the **fontNamesPicker.xml** file for editing, and add the following nodes:

        ```
        <shortcut desc="WenQuanYi Zen Hei" name="pkrWenQuanYi Zen Hei">
              <attributes>
                  <attribute name="style" value="font-family:WenQuanYi Zen Hei" />
                  <attribute name="value" value="WenQuanYi Zen Hei"/>
              </attributes>
          </shortcut>
          <shortcut desc="WenQuanYi Zen Hei Mono" name="pkrWenQuanYi Zen Hei Mono">
              <attributes>
                  <attribute name="style" value="font-family:WenQuanYi Zen Hei Mono"
        />
                  <attribute name="value" value="WenQuanYi Zen Hei Mono"/>
              </attributes>
        ```

```
            </shortcut>
            <shortcut desc="WenQuanYi Zen Hei Sharp" name="pkrWenQuanYi Zen Hei Sharp">
                <attributes>
                    <attribute name="style" value="font-family:WenQuanYi Zen Hei
        Sharp" />
                    <attribute name="value" value="WenQuanYi Zen Hei Sharp"/>
                </attributes>
            </shortcut>
```

3. Execute the following command to copy the file **fontNamesPicker.xml** back to the container:

   ```
   docker cp fontNamesPicker.xml ${container_id}:/opt/tomcat/webapps/
   MicroStrategyMobile/WEB-INF/xml/config/fontNamesPicker.xml
   ```

3. Apply the new WenQuanYi Zen Hei font as follows:

   1. Open the affected report for editing.

   2. In the FORMAT section, set **All Grid Cells" and "All", and then select the new WenQuanYi Zen Hei font.**

   3. Save the report.

   4. Execute the following command to restart container:

      ```
      docker restart ${container_id}
      ```

ID: **GCXI-3793**	Found In: **9.0.015.02**	Fixed In: **9.0.015.04**

In scenarios where Genesys CX Insights subscriptions are configured to send localized reports by email to accounts are configured to use the **Generic Email** device option, the email subject line contains incorrect coding, and may contain unexpected characters such as question marks (?). To correct this issue, complete the following steps:

1. Log in to Genesys CX Insights as an administrator, click your user name, and select **Preferences**.

2. On the Preferences page, click **E-mail Addresses**.

3. Add (or edit existing) email addresses, configuring the **Device** as **Outlook**.

ID: **GCXI-2327**	Found In:	Fixed In:

When you change the language used to display the reports, note that MicroStrategy does not provide translation into Turkish or Arabian (AR-sa). So, while Turkish and Arabian (AR-sa) are supported by Genesys CX Insights (beginning in release 9.0.009), it is not supported by MicroStrategy. This means that only some objects will be localized, causing some parts of the reports to appear in English.

Once you have enabled a language other than US English, switching to a different language can cause only partial translation. If, after enabling a language, you wish to switch to a different language, talk to your Genesys representative.

ID: **GCXI-1618**	Found In: **9.0.009.00**	Fixed In: **9.0.010.04**

Release 9.0.0

Genesys Customer Experience Insights Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Genesys Customer Experience Insights, if available, in the tree menu on the left or in the list of Available Releases.

Genesys Customer Experience Insights 9.0.0 Deployment Procedure

> **Important**
>
> In keeping with Genesys' commitment to diversity, equality, and inclusivity, beginning with release 9.0.019.01, some pod names are changed; this document refers to "gcxi-primary" and "gcxi-secondary" pods. In release 9.0.019.00 and earlier, these pods were named "gcxi-master" and "gcxi-slave".

This deployment procedure applies to all 9.0.0 releases of Genesys Customer Experience Insights listed in the 9.0.0 Release table. Most releases use the same standard deployment procedure.

- To deploy this installation package within a *new* environment, follow the instructions provided in the latest *Genesys Customer Experience Insights Deployment Guide*.

- For information about supported releases of RAA, Genesys Info Mart, and other products that interoperate with Genesys CX Insights, see Product Alerts.

- To deploy the package within your *existing* 9.0.*x* GCXI environment, perform the steps in the following procedure:

Standard Deployment Procedure for Migrating From 9.0.x to a later 9.0.x release

Deployment Steps

1. Obtain the latest GCXI image (for example, **gcxi:9.0.019.00**)
2. Execute the following command to retag the image:

    `docker tag <repository name>/<image>:<release> <image>:<release>`

    where

    <repository name> is the identifier for the repository from which you downloaded the files,

    <image> is the name of the image file, and <release> is the release number.

    For example:

```
docker tag pureengage-docker-production.jfrog.io/gcxi:9.0.019.00 gcxi:9.0.019.00
```

3. Execute the following command to back up the GCXI meta db:

```
kubectl apply -f <destination path>/gcxi-backup.yaml
```

where <destination path> is the folder in which the Genesys Installation Package (IP) is stored.

4. Execute the following commands to stop the containers:

```
kubectl scale deploy/gcxi-secondary --replicas=0
```

```
kubectl scale deploy/gcxi-primary --replicas=0
```

5. Open the **gcxi.properties** file for editing, and change the value of **GCXI_VERSION** to match the release you are installing. For example:

```
GCXI_VERSION=9.0.019.00
```

6. Execute the following commands to load **gcxi.properties** into Kubernetes:

```
kubectl delete configmap gcxi-config
```

```
kubectl create configmap gcxi-config --from-env-file=<destination
 path>/gcxi.properties --namespace genesys
```

where <destination path> is the folder in which the Genesys Installation Package (IP) is stored.

7. Execute the following commands to update GCXI images in Kubernetes:

```
kubectl set image deployment/gcxi-<primary|secondary> gcxi=gcxi:<release>
```

Where:

- <release> is the same string as you entered for the GCXI_VERSION.

For example:

```
kubectl set image deployment/gcxi-primary gcxi=gcxi:9.0.019.00
```

```
kubectl set image deployment/gcxi-secondary gcxi=gcxi:9.0.019.00
```

8. Execute the following command to start the PRIMARY container:

```
kubectl scale deploy/gcxi-primary --replicas=1
```

Wait until PRIMARY container has started (Tomcat is up, and MicroStrategyWeb page is available).

9. Execute the following command to start the SECONDARY container:

```
kubectl scale deploy/gcxi-secondary --replicas=1
```

Genesys CX Insights Product Alerts

Genesys Customer Experience Insights 9.0.0 interoperates with the following releases of other products:

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
100.0.036.0000 (9.0.036.00)	MicroStrategy Intelligent Enterprise 11.4.0300.0140 (MicroStrategy March 2024)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.035.0000 (9.0.035.00)	MicroStrategy Intelligent Enterprise 11.3.1260 (MicroStrategy 2023 Update 12)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.033.0000 (9.0.033.00)	MicroStrategy Intelligent Enterprise 11.3.1060.00468 (MicroStrategy 2023 Update 10)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.032.0000 (9.0.032.00)	MicroStrategy Intelligent Enterprise 11.3.0860.01123 (MicroStrategy 2021 Update 8)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.031.0000 (9.0.031.00)	MicroStrategy Intelligent Enterprise 11.3.0860.01123 (MicroStrategy 2021 Update 8)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.030.0000 (9.0.030.00)	MicroStrategy Intelligent Enterprise 11.3.0760.00770 (MicroStrategy 2021 Update 7)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.029.0000 (9.0.029.00)	MicroStrategy Intelligent Enterprise 11.3.0560.0065 (MicroStrategy 2021 Update 5.1) / MicroStrategy Workstation 11.3.630.694 (Framework Build 11.3.63)	v1.20..v1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
100.0.028.0000 (9.0.028.00)	11.3.0560.0065 (MicroStrategy 2021 Update 5.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.027.0001 (9.0.027.01)	11.3.0460.00602 (MicroStrategy 2021 Update 4.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.026.0001 (9.0.026.01)	11.3.0460.00602 (MicroStrategy 2021 Update 4.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
Note: In deployments that include Genesys Info Mart 8.5.116.26 or later, the RAA.log file is not generated.					
100.0.026.0000 (9.0.026.00)	11.3.0460.00602 (MicroStrategy 2021 Update 4.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.025.0001 (9.0.025.01)	11.3.0300.11047 (MicroStrategy 2021 Update 3)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.024.0000 (9.0.024.00)	11.3.0300.11047 (MicroStrategy 2021 Update 3)	v1.20..v.1.22 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.023.0001 (9.0.023.01)	11.3.0200.19374 (MicroStrategy 2021 Update 2)	v1.19..v1.21 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.023.0000 (9.0.023.00)	11.3.0200.19374 (MicroStrategy 2021 Update 2)	v1.19..v1.21 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.021.0000 (9.0.021.00)	11.3.0200.19374 (MicroStrategy 2021 Update 2)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.020.0000 (9.0.020.00)	11.3.0100.18093 (MicroStrategy 2021 Update 1)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.019.01	11.3.0100.18093 (MicroStrategy 2021 Update 1)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.019.00	11.3.0000.16816 (MicroStrategy 2021)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.018.00	11.3.0000.16816 (MicroStrategy 2021)	v1.17...v1.19 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.017.01	11.2.0300.40207 (MicroStrategy	v1.17...v1.19 / 18.06-ce...19.03-ce	9.0.001.07	8.5.014.34	**

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
	2020 Update 3)				
9.0.016.03	11.2.0300.40207 (MicroStrategy 2020 Update 3)	v1.16...v1.19 / 18.06-ce...19.03-ce	9.0.001.03	8.5.014.34	**
**** In scenarios where Genesys CX Insights release 9.0.016.03 or later is deployed with iWD release 9.0.012.07 or later, or with iWD 8.5.108.14 or a later 8.5 release, Genesys CX Insights automatically enables only those prompts, metrics, and attributes in the Genesys CX Insights for iWD project that are supported by the installed release of iWD.					
9.0.016.02	11.2.0300.40207 (MicroStrategy 2020 Update 3)	v1.16...v1.19 / 18.06-ce...19.03-ce	9.0.001.03	8.5.014.34	9.0.012.07
9.0.015.04	11.2.0.0200.39920 (Microstrategy 2020 Update 2)	v1.15...v1.18 / 18.06-ce...19.03-ce	8.5.011.04	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.015.02	11.2.0.0200.39920 (Microstrategy 2020 Update 2)	v1.15...v1.18 / 18.06-ce...19.03-ce	8.5.011.04	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.015.01	11.2.0100.38862 (Microstrategy 2020 Update 1)	v1.15.0...v1.18.1 / 18.06.1-ce...19.03.8-ce	8.5.011.04	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.014.03	11.2.0000.38225 (Microstrategy 2020)	v1.15.0...v1.18.1 / 18.06.1-ce...19.03.8-ce	8.5.011.03	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.014.02	11.2.0000.38225 (Microstrategy 2020)	v1.15.0-1.17.3 / 18.06.1-ce...19.03.5-ce	8.5.011.03	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.013.01	11.1.0000.0123 (MicroStrategy 2019)	v1.15.0-1.17.0 / 18.06.1-ce...19.03.5-ce	8.5.011.02	8.5.014.26	8.5.108.11 / 9.0.011.09
9.0.012.01	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-1.16.2 / 18.06.1-ce...18.09.1-ce	8.5.010.01	8.5.013.06 (8.5.014.09 for Chat Thread reporting) (8.5.014.19 for Genesys Predictive Routing reporting)	8.5.108.03 / 9.0.008.07
9.0.011.03	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-v1.14.3 / 18.06.1-ce...18.09.1-ce	8.5.009.04	8.5.013.06 (8.5.014.05 for Chat Thread reporting)	8.5.108.03 / 9.0.008.07
9.0.011.02	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-v1.14.3 / 18.06.1-ce...18.09.1-ce	8.5.009.04	8.5.013.06 (8.5.014.05 for Chat Thread reporting)	8.5.108.03 / 9.0.008.07
9.0.011.00	11.1.0000.0123 (MicroStrategy	v1.14.1-v1.14.3 /	8.5.009.04	8.5.013.06 (8.5.014.05 for	8.5.108.03 / 9.0.008.07

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
	2019)	18.06.1-ce...18.09.1-ce		Chat Thread reporting)	
9.0.010.05	11.1.0000.0123 (MicroStrategy 2019)	v1.13.1...1.13.4 / 18.06.1-ce...18.09.1-ce v1.12.2/18.06.1-ce	8.5.008.00	8.5.011.18 (8.5.013 for Media Neutral reporting)	8.5.108.03 / 9.0.008.07
9.0.010.04	11.1.0000.0123 (MicroStrategy 2019)	v1.13.1...1.13.4 / 18.06.1-ce...18.09.1-ce v1.12.2/18.06.1-ce	8.5.008.00	8.5.011.18 (8.5.013 for Media Neutral reporting)	8.5.108.03 / 9.0.008.07
9.0.009.00	10.11.0100.0011	v1.13.1/ 18.09.1-ce v1.12.2/18.06.1-ce	8.5.007.00	8.5.011.15 (except Co-browse)	na
9.0.008.00	10.11.0100.0011	v1.12.2/ 18.06.1-ce v1.11.3/18.06.1-ce (docker 1.12.3 for demo)	8.5.006.00	8.5.011.15	na
9.0.007.03	10.11.0100.0011	v1.11.3/ 18.06.1-ce v1.10.5/17.03.1-ce (docker 1.12.3 for demo)	8.5.005.03 (8.5.005.03 to support latest Callback functionality)	8.5.01* (8.5.010.16 to support latest Callback functionality)	na

* GCXI is tested with the Docker/Kubernetes releases specified in the table, and is compatible with subsequent releases that are guaranteed to be backward compatible with the stated release. For more information about what Docker releases interwork with a given Kubernetes release, see the Kubernetes release notes.

Important

Genesys CX Insights supports reporting on asynchronous chat (Async chat). Note, however, that this feature requires a specific release of Genesys Info Mart. Check with your Genesys representative to see if a release of Genesys Info Mart with Async chat support is available.

- Interaction Concentrator (ICON) 8.x and Genesys Info Mart 8.x might report ACW even if the agent does not accept a call (or consultation) but has ACW unrelated to the call. This recording leads to incorrect ACW, Handle Time, and related measures in some of the aggregates and reports. Refer to the release notes of these products for further information. (ER 258562765)

- The Genesys CX Insights reports count an invitation for collaboration that an agent declines as **Consult**

Received Accepted when the agent uses Genesys Agent Desktop (or a custom desktop using the same SDK) to decline the invitation. Refer to ER 247946331 in the *Genesys Info Mart 8.0 Release Notes* for additional information. (ERs 250850268, 247946331)

- Because Interaction Concentrator 8.*x* does not support one-step conferences for SIP Server, Genesys Info Mart cannot populate the proper conference-related fields in the INTERACTION_RESOURCE_FACT table. As a result, this activity is not reported within the Genesys CX Insights reports. (ER 239356191)

- Genesys CX Insights is powered by Microstrategy software. Additional documentation for Microstrategy software is available at www.microstrategy.com

100.0.039.0000

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/14/26	General			X			

What's New

This release includes the following features and enhancements.

- GCXI updated to Microstrategy v. 11.4.1200.0166 aka Microstrategy December 2024.

- Updated Netty libs in GCXI distribution to 4.1.118.Final version.

- Update NodeJS to 18.20.8 (GCXI-7704).

- Vitara Charts component updated to version 5.3.4.175. See the Vitara change log for updates. (https://docs.vitaracharts.com/changeLog/revisionHistory.html)

- Versions of our JDBC drivers have been updated to the latest one:

  - Postgres to 42.7.5

  - Microsoft to 12.10.0.jre11

  - Oracle to 23.7.0.25.01 and to "odbc11" (was "odbc8").

- Multiple improvements and bug fixes were made:

  - IServer login attempts limit for Administrator removed, as sometimes it led to unintentional self-blocking of the Administrator account.

- The following third-party components were upgraded to address security vulnerabilities

  - CVEs fixed due to the Tomcat version update to v10.1.40.0(CVE-2025-24813).

  - CVEs fixed due to the MicroStrategy update to version December 2024.

  - CVEs fixed due to the NodeJS version update to v18.20.8.

    - CVE-2025-23084

    - CVE-2025-23085

  - CVEs fixed due to the Postgres psql update to v16.8.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights Release Notes

Genesys Products

- List of Release Notes

- CVE-2025-1094

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.039.00.

100.0.038.0000

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
03/14/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Customer Experience Insights (GCXI) is updated to Microstrategy v.11.4.0900.0173 also known as Microstrategy September 2024. (GCXI-7477)

- Updated NodeJS to version 18.20.6. (GCXI-7613)

- Vitara Charts component is updated to version 5.3.3.169. For more information on the changes, see Vitara change log documentation. (GCXI-7569)

- Multiple improvements and bug fixes were done in Microstrategy objects processing.

- The following third-party components were upgraded to address security vulnerabilities:

  - Tomcat upgraded to version v10.1.34.0 to resolve multiple CVEs (CVE-2024-50379, CVE-2024-54677, CVE-2024-52316, CVE-2024-52317, CVE-2024-52318). (GCXI-7583),(GCXI-7555)

  - Disabled unwarranted connection attempts performed by one of the Microstrategy components to **Pendo.io** telemetry service. (GCXI-7521)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Metrics endpoint results now prints the correct GCXI version in the report output. (GCXI-7553)

Disabled the **Subscription System Governing** feature introduced by Microstrategy June 2024. Using the feature might result in subscription deliveries being randomly frozen. (GCXI-7604)

Users would no longer receive the error **Failed email subscription due to out-of-memory error of JVM** . This error is resolved by configuring a new optional container environment variable, **MSTR_FILEDEFJNIHEAPMAXSIZE** to set **Java Heap Max value** for Microstrategy Distribution Service. This parameter requires a DWORD hex value in megabytes; by default the value is set to `00000100` = 256mb. For more information, see the MicroStrategy Community discussion. (GCXI-7480)

MicroStrategy 2021 Update 11 no longer adds **[No data returned]** to the subject line if an email contains no data. To enable this feature, configure the newly added optional container environment variable **MSTR_FILEDEFNOCHANGENODATA** to `true`. (GCXI-7529)

Fixed the issue that incorrectly displayed non-Latin characters in the PDF report forms. (GCXI-7468)

Performance improvements in translation of Microstrategy objects. (GCXI-7577)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.038.0000.

100.0.037.0000

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
08/29/24	General			X			

What's New

This release contains the following new features and enhancements:

- Tomcat is upgraded to 10.1.28. (GCXI-7430)
- Node.js version is upgraded to 18.20.4. (GCXI-7449)
- MicroStrategy version is upgraded to 11.4.0600.0179 (Microstrategy June 2024). (GCXI-7280)
- Multiple improvements and bug fixes in Microstrategy objects processing. (GCXI-7435, GCXI-7448, GCXI-7453)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The Polyfill JavaScript library is removed from GCXI to address the CVE-2024-38526 vulnerability. See explanation from MicroStrategy. (GCXI-7428)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.037.00.

100.0.036.0000

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
07/05/24	General			X			

What's New

This release contains the following new features and enhancements:

- Tomcat is upgraded to 9.0.90.
- Node.js version is upgraded to 18.20.3. (GCXI-7398)
- PostgreSQL JDBC driver is upgraded to 42.7.3. (GCXI-7350)
- Postgres client tools is upgraded to version 16. (GCXI-7394)
- Vitara Charts component updated to version 5.2.5.126. See the VitaraCharts change log for more information about the new version. (GCXI-7335)
- MicroStrategy version is upgraded to 11.4.0300.0140 (MicroStrategy March 2024). (GCXI-7311)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

GCXI Query Engine is updated to include a performance fix for sub-selects returning result sets exceeding 1000 rows. Earlier, some reports stopped responding for a long time during execution. (GCXI-7387)

The GCXI image is moved to OpenJDK 17 from OpenJDK11. (GCXI-7336)

GCXI Query Engine logs now include the full path and name of processed reports for better tracing of SQL queries. (GCXI-7229)

Multiple improvements and bugfixes in MicroStrategy objects processing. (GCXI-7253, GCXI-7321, GCXI-7410)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.036.00.

100.0.035.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
>
> - This Release Note describes Genesys CX Insights 9.0.035.00, which is released as Genesys CX Insights 100.0.035.0000.
>
> - The temporary pre-activated license key provided with GCXI 100.0.035.0000 and older versions starting with 100.0.020.000 is not set to expire any time in the near future. However, you must request a replacement key from your Genesys representative and install the new key as part of the deployment process as described in the Genesys Customer Experience Insights Deployment Guide.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/16/24	General			X			

What's New

This release contains the following new features and enhancements:

- MicroStrategy version is upgraded to 11.3.1260. (GCXI-7165)

- Vitara Charts component updated to version 5.2.5.107. See the VitaraCharts change log for more information about the new version. (GCXI-7206)

- Node.js version is upgraded to 18.19.0. (GCXI-7160)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Resolved Issues

Genesys Products

- List of Release Notes

This release contains the following resolved issues:

A new TZ variable is added to set the operational timezone for MSTR Intelligence Server. (GCXI-7171)

Multiple improvements and bugfixes in SSO auth module. (GCXI-7164, GCXI-7134)

Multiple improvements and bugfixes in MicroStrategy objects processing. (GCXI-7135, GCXI-7215)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.035.00.

100.0.034.0001

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 9.0.034.01, which is released as Genesys CX Insights 100.0.034.0001.

- The temporary pre-activated license key provided with GCXI 100.0.034.0001 and older versions starting with 100.0.020.000 is not set to expire any time in the near future. However, you must request a replacement key from your Genesys representative and install the new key as part of the deployment process as described in the Genesys Customer Experience Insights Deployment Guide.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/22/23	General			X			

What's New

This release contains the following new features and enhancements:

- The VitaraCharts component is updated to version 5.2.4.090. See the VitaraCharts change log for more information on the new version. (GCXI-7049)

- MicroStrategy version is upgraded to 11.3.11. (GCXI-7036)

- Two new metrics have been included to the GCXI metrics endpoint. The new metrics are more convenient to be employed in PromQL formulas. Both the metrics are based on the

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

`gcxi__projects__status` metric, and can have a value of either *0* or *1*. The metrics are mutually exclusive, when one metric = *0*, the other metric = *1*, and vice versa.

- `gcxi__projects__status_fail` (values: *1,* when `gcxi__projects__status != 0` (that is, GCXI is not healthy), else *0).*

- `gcxi__projects__status_ok` (values: *1,* when `gcxi__projects__status == 0` (that is, GCXI is OK), else *0).*

(GCXI-6844)

- Node.js version is upgraded to 18.18.2. (GCXI-7111)

- A timeout is now added to the GCXI built-in health check. The timeout is governed by the **CURL_MAX_TIME_SEC** variable and its default value is *120* seconds. (GCXI-7089)

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The `gcxi_gauth_redirect` metric was counted incorrectly (excessive increments) and is now fixed. (GCXI-6921)

The name of the rapped signal has been added to the `graceful_exit()` function output in the container log. Now, it shows the exact exit signal that was sent to the container. (GCXI-6910)

At times, the value for the `_gcxi_cluster_info_` metric was counted incorrectly (this value represents the current number of nodes in the MSTR cluster). The incorrect node count calculation is now fixed. (GCXI-6904)

Multiple improvements and bug fixes have been implemented in the SSO auth module. (GCXI-6924, GCXI-7011)

Multiple improvements and bug fixes have been implemented in relation to the processing of MicroStrategy objects. (GCXI-6854, GCXI-6915, GCXI-6917, GCXI-6927, GCXI-6928, GCXI-6929, GCXI-6930, GCXI-6931, GCXI-6932, GCXI-6933, GCXI-6935, GCXI-6937, GCXI-6940, GCXI-6942, GCXI-6943, GCXI-6982, GCXI-7037)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.034.01.

100.0.033.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
>
> - This Release Note describes Genesys CX Insights 9.0.033.00, which is released as Genesys CX Insights 100.0.033.0000.
>
> - The temporary pre-activated license key provided with GCXI 100.0.033.0000 and older versions starting with 100.0.020.0000 is set to expire on March 18, 2023. You must request a replacement key from your Genesys representative and install the new key as part of the deployment process as described in the Genesys Customer Experience Insights Deployment Guide.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/23/23	General			X			

What's New

This release contains the following new features and enhancements:

- The VitaraCharts component is updated to version 5.1.3.032. See the VitaraCharts change log for more information on the new version. (GCXI-6826)

- A new container environment variable, **METRICS_NO_TS**, is introduced. Its default value is an empty string. In some environments, a problem with the GCXI TCP metrics endpoint may occur. Normally, GCXI supplies metrics in the Prometheus format with timestamps. But at times, Prometheus may fail to

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

process them correctly, resulting in gaps in the GCXI metrics time series. If you observe such behavior, run the GCXI container with **METRICS_NO_TS** set to `true`. This will enable the GCXI container to provided metrics without timestamps. In this case, Prometheus is supposed to handle the timestamps on its own. (GCXI-6808)

- MicroStrategy version is upgraded to 11.3.1060.00468. (GCXI-6694)

- PostgreSQL client tools have been upgraded to version 13 in the GCXI images. Now, GCXI supports meta databases in both PostgreSQL versions, 12 and 13. (GCXI-6678)

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

A minor issue that resulted in the **gcxi_events** table in the meta database not being updated after an upgrade is addressed. (GCXI-6822)

When reading the formatting properties of dashboards, the GCXI generator raised errors if values of those properties did not correspond to their types. These errors are now flagged as warnings, as these discrepancies are not fatal. (GCXI-6821)

The GCXI updater does NOT patch DB Instances with embedded DB Connections, and it never has.

A more sophisticated shortcut processing is introduced to help to avoid errors.

- GCXI offers faster creation and updating of FFSQL reports.

- If the updater creates a shortcut with a name that is different from its target object's name, and if the destination folder already contains a shortcut with the same name, and if the target object of the existing shortcut is not the target object of the new one, then the existing shortcut is renamed so that its name is the same as its target object's name.

- If the renaming does not occur, an error message is displayed.

(GCXI-6814)

One of the Microstrategy JAR files, **foundry-sql-jdbc-driver.jar**, is now replaced with its patched copy. The updated file has the **Multi-Release** option set to `true` in its **META-INF/MANIFEST.MF** entry. Without this change the GXCI JDBC driver produces no log4j logs because the Microstrategy JVM fails to properly initialize log4j. (GCXI-6790)

When applying access restriction, the GCXI JDBC driver failed to work with metabases where MicroStrategy tables were in a non-default schema. This issue is now fixed. The ODBC system data source has an `InitializationString` property that is set to a statement that the the ODBC driver runs immediately after the connection is established. Now the GCXI JDBC driver, when connecting to that DB, reads the `InitializationString` property and, if the property is set, runs the corresponding statement as well. (GCXI-6786)

The number of exported metrics on the **/gcxi/monitor/metrics** metrics endpoint is now decreased. Some metrics were unneeded or excessive, thereby cluttering the output and increasing metrics processing costs. (GCXI-6776)

The update frequency for GCXI service metrics, produced by the **/gcxi/monitor/metrics** endpoint, is increased to 3 minutes from 6 minutes. (GCXI-6775)

GCXI uses Netcat (NC) to run the TCP metrics endpoint inside the container. A new container variable, **NC_RUN_SERVER**, is introduced to control this behaviour. If you do not want NC to run in the background, set **NC_RUN_SERVER** to *false*. However, note that this will also disable the TCP metrics endpoint. (GCXI-6746)

The default value for the JDBC statement timeout option for PostgreSQL was set too low in v032. This is now increased from *180000 (3 min)* to *1800000 (30 min)* in v033.

If you want to set a custom timeout, use the `JDBC_OPTS` clause of the `DSNDEF*` variables. The syntax is as follows:

```
DSNDEF1=DSN_NAME=GCXI_GIM_DB;DRV_TYPE=JDBC;JDBC_OPTS=options=-
cstatement_timeout=1740000;GCXI_QENGINE=ON...
```

Note: You can also set multiple JDBC parameters thru the JDBC_OPTS clause of the DSNDEF* variables. Individual parameters must be separated by a pipe, while options inside the option field must be separated by the url-encoded space, **%20**. For example:

```
DSNDEF1=DSN_NAME=GCXI_GIM_DB;DRV_TYPE=JDBC;JDBC_OPTS=sslmode=require|options=-
cstatement_timeout=1740000%20-csearch_path=custom;GCXI_QENGINE=ON...

sslmode=false
options=
    -cstatemnt_timeout=1740000
    -csearch_path=custom
```

For more information, refer to the PostgreSQL documentation for JDBC parameter reference. (GCXI-6744)

The Kubernetes descriptor example for the `ingress-nginx` daemonset is updated to v1.7.0. You can verify the k8s descriptors in the **nginx-daemon.yaml** file. (GCXI-6695)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.033.0000.

100.0.032.0000

Genesys Customer Experience Insights Release Notes

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

> ## Important
>
> - This Release Note describes Genesys CX Insights 9.0.032.00, which is released as Genesys CX Insights 100.0.032.0000.
>
> - The temporary pre-activated license key provided with GCXI 100.0.032.0000 and older versions starting with 100.0.020.0000 is set to expire on March 18, 2023. You must request a replacement key from your Genesys representative and install the new key as part of the deployment process as described in the Genesys Customer Experience Insights Deployment Guide.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/17/23	General			X			

What's New

This release contains the following new features and enhancements:

- A new parameter, `TOMCAT_XSSPROTECTIONENABLED`, is added to the GCXI container and helm chart. It specifies the value of the `xssProtectionEnabled` parameter to be set in Tomcat HTTP Header Security Filter. The default value is **true**, but given the current OWASP recommendations users might want to disable it. For more information, see the Tomcat Filter documentation. (GCXI-6572)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

- Local Resource Loading is now enabled for the Microstrategy
  Export Engine to improve performance. For more information, see
  the Microstrategy documentation. (GCXI-6299)

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The description of the **Public Objects\Reports\CX Insights\Billing Data** folder is now changed to *Use the reports in this folder to learn details about billable items generated by Billing Data Server.* (GCXI-6636)

The formula of the **Survey Answer** form of the **GCXI\Designer\Survey\Survey Answer** attribute is changed from IF((([SURVEY_ANSWER_INT] <> (0)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])) to IF((([SURVEY_ANSWER_INT] <> (0 - 1)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])). (GCXI-6631)

This release addresses an issue introduced in version 100.0.031.0000, where iWD components which must appear and disappear depending on their versions, were all absent regardless of their versions. (GCXI-6606)

When the Postgres `set statement_timeout` parameter is assigned to the **Pre/Post Statements > Report Pre Statement 1 VLDB** property of the DB instance, Microstrategy, when showing the report prompts page, creates a separate DB session for every prompt to populate its elements list, thereby affecting performance. Dropping the **VLDB** property and setting the statement timeout via Postgres JDBC URL is a better approach. In this case, the URL will contain the text `-cstatement_timeout=180000`. The change will take effect after the first installation/update of GCXI 100.0.032.0000. We recommend always having a statement timeout set for Postgres to avoid the possibility of overloading the DB. (GCXI-6597)

The **Details\ANI Details Report** does not throw an arithmetic overflow error now. Previous, the report threw an arithmetic overflow error in some instances. (GCXI-6451)

The formula of the **Survey Answer** form of the **GCXI\Designer\Survey\Survey Answer** attribute is changed from IF((([SURVEY_ANSWER_INT] <> (0)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])) to IF((([SURVEY_ANSWER_INT] <> (0 - 1)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])). (GCXI-6278)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.032.0000.

100.0.031.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
> This Release Note describes Genesys CX Insights 9.0.031.00, which is released as Genesys CX Insights 100.0.031.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/19/23	General			X			

What's New

This release contains the following new features and enhancements:

- MicroStrategy version is upgraded to 11.3.0860.01123. Also, due to multiple security issues being fixed in this version of MicroStrategy, CVE security scan results are expected to improve significantly. (GCXI-6524)

- Default values for report execution timeouts are increased from **1200** to **1800** seconds. These are implemented by adding container variables with the following default values:
    - `MSTR_PRJ_MAXREPORTEXECTIME=1800`
    - `MSTR_PRJ_MAXSCHEDULEREPORTEXECTIME=1800`
    - `MSTR_PRJ_WAITTIMEFORPROMPTANSWERS=1800`

    Use the above variables to modify the timeouts. On modifying the values through MicroStrategy Developer, the GCXI container overwrites the old values on restart. (GCXI-6563)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Previously, some schedules created manually with Microstrategy Developer were not visible in Web without a restart. This is now fixed.(GCXI-6546)

GCXI Query Engine is optimized for improved performance. (GCXI-6569)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.031.0000.

100.0.030.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
> This Release Note describes Genesys CX Insights 9.0.030.00, which is released as Genesys CX Insights 100.0.030.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/13/23	General			X			

What's New

This release contains the following new features and enhancements:

- The GCXI Helm chart now supports setting an explicit **nodeName** value.This parameter can be used as an alternative to **nodeSelector**. See the Assigning Pods to Nodes Kubernetes documentation topic for more information on the new parameter. (GCXI-6537)

- GCXI is now based on MicroStrategy version 11.3.0760.00770. (GCXI-6519)

- The VitaraCharts component is updated to version 5.1.0.004. See the VitaraCharts change log for more information on the new version. (GCXI-6514)

- A new parameter, **MSTR_START_TIMEOUT_SEC**, is added to the GCXI helm chart. It specifies the timeout duration for the MicroStrategy server to start or stop. The default value is 60s, but on a slow or

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

resource-constrained environment the value can be increased as needed. (GCXI-6456)

- Processing is now improved for various Oracle connection options and support is included for the MicroStrategy Oracle driver. (For example, the JDBC URL variable is set as: JDBC_URL= `jdbc:microstrategy:oracle://gi2-qadb:1521`). (GCXI-6047)

Resolved Issues

This release contains the following resolved issues:

The GCXI image no longer includes the MicroStrategy Mobile module. (GCXI-6485)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.030.0000.

100.0.029.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
> This Release Note describes Genesys CX Insights 9.0.029.00, which is released as Genesys CX Insights 100.0.029.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/07/22	General			X			

What's New

This release contains the following new features and enhancements:

- A new Engage metric in the Agent > Activity and Agent > Activity > Queue folders enables reporting on agent engagement with customers. For more information, see the *GCXI Projects Reference Guide*. (GCXI-6113)

- You can now optionally specify a JDBC_URL variable in the DSNDEF variables. If you specify a value for JDBC_URL, Genesys CX Insights ignores the JDBC_OPTS variable. (GCXI-6111)

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:

When upgrading Genesys CX Insights, localization of custom
reports now completes successfully. Previously when upgrading to
release 100.0.028.0000, if a report name contained an apostrophe (') the localization attempt failed.
(GCXI-6267)

Genesys Products

- List of Release Notes

Upgrade Notes

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

100.0.028.0000

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.

100.0.027.0001

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
04/01/22	General			X			X

What's New

This release contains the following new features and enhancements:

- A new Transfer Dashboard is now available in the Dashboards folder. For more information, see the *Genesys CX Insights User's Guide*. (GCXI-5662)

- A new metric, Consult Initiated Time, is added in the folder GCXI > Detail > Handling Attempt. (GCXI-5977)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 100.0.027.0001.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

100.0.026.0001

Genesys Customer Experience Insights Release Notes

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

> **Important**
>
> Release numbers 9.0.026.01 and 100.0.026.0001 refer to the same version of Genesys Customer Experience Insights software. The 9.0.026.01 release package contains the Genesys Customer Experience Insights 100.0.026.0001 software.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/02/22	General			X			

What's New

This release includes contains the same features found in 100.0.026.0000, and is released maintain consistent release numbering with other deployment types.

Resolved Issues

This release contains the following resolved issues:

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

Upgrade Notes

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

Genesys Products

- List of Release Notes

100.0.026.0000

Genesys Customer Experience Insights Release Notes

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

> **Important**
>
> Release numbers 9.0.026.00 and 100.0.026.0000 refer to the same version of Genesys Customer Experience Insights software. The 9.0.026.00 release package contains the Genesys Customer Experience Insights 100.0.026.0000 software.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/28/22	General			X			

What's New

This release includes the following new features:

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). (CVE-2021-44832). In particular, the Log4j library included with Genesys CX Insights has been upgraded to 2.17.1. (GCXI-5832)

- Support for MicroStrategy 2021 Update 4.1 - 11.3.0460.00602 (GCXI-5820)

Resolved Issues

This release contains the following resolved issues:

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

If the Weekly Self Service Containment Dashboard is hidden and the option enable-sdr is disabled, the underlying dataset Dashboards > Datasets > Weekly Self-Service Statistics Report is now hidden. (GCXI-5802)

Genesys Products

- List of Release Notes

Upgrade Notes

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

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:

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)

Genesys Products

- List of Release Notes

Upgrade Notes

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

100.0.024.0000

Genesys Customer Experience Insights Release Notes

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

> ### Important
> This Release Note describes Genesys CX Insights 9.0.024.00, which is the same release as Genesys CX Insights 100.0.024.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/18/21	General			X			

What's New

This release contains the following new features and enhancements:

- Support for MicroStrategy 11.3.0300.11047 (MicroStrategy 2021, Update 3). See the Prerequisites section on the Customer Experience Insights page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GCXI-5483)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 100.0.024.0000.

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.

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.

100.0.021.0000

Genesys Customer Experience Insights Release Notes

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

> **Important**
>
> This Release Note describes Genesys CX Insights 9.0.021.00, which is released as Genesys CX Insights 100.0.021.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/06/21	Update			X			

What's New

This release contains the following new features and enhancements:

- **SFTP export support** — Genesys CX Insights now enables you to securely transmit reports (and dashboards) to an SFTP destination that you configure. For more information, see Schedule FTP delivery. (GCXI-3449)

- **Report performance enhancements** — The Interaction Handling Attempt Report is enhanced through the addition of the addition of a new prompt, Interaction Windows Size. Reducing the value at this prompt can improve report speed. (GCXI-5260)

- **Miscellaneous updates**:

  - Support for MicroStrategy 2021 Update 2 (11.3.0200.19374) (GCXI-5228)

  - 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

Resolved Issues

This release contains the following resolved issues:

Genesys CX Insights now correctly applies Interaction Window Size optimization of GCXI JDBC driver. Previously in some scenarios, such optimization was not applied correctly, and Genesys CX Insights produced an empty dataset. (GCXI-5257)

Genesys CX Insights now correctly performs LDAP authentication. Previously in scenarios where the openldap library was used, an error occurred when connecting to the LDAP server. (GCXI-5242)

Genesys CX Insights now backs up the metaDB as scheduled. Previously, in deployments where backup was enabled by scheduling, auto backup was sometimes triggered at non-scheduled times. (GCXI-5225)

In Openshift deployments, container file ownership is now set to `genesys:root (500:0)`. Previously, file ownership was set to `genesys:genesys (500:500)`. (GCXI-5299)

Upgrade Notes

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

100.0.020.0000

Genesys Customer Experience Insights Release Notes

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

> ## Important
> This Release Note describes Genesys CX Insights 9.0.020.00, which is released as Genesys CX Insights 100.0.020.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/01/21	General			X			

What's New

This release contains the following new features and enhancements:

- **Changes to default user** — The default user in all images is now **genesys** (id = 500). In previous releases, the default user was **root**. As a result, when you upgrade an existing deployment from release 9.0.019.01 or earlier, you must either change the ownership of relevant folders, or instruct Docker/Kubernetes to run under root, otherwise you will encounter errors due to volume mount permission settings. For more information, see About the default user. (GCXI-5068)

- **IP Updates** — The following components are no longer included in the Installation Package: (GCXI-5065)

  - Genesys Customer Experience Insights DB — This container was used in demo / docker-compose scenarios. The functionality is now found in the main GCXI container (see comments in the docker-compose.yaml file from the IP).

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 Customer Experience Insights Authentication — This component was used for Genesys Auth support and never used in on-premise deployments.

- Genesys Customer Experience Insights Internal API — All functions of this seldom-used component are moved to the main GCXI container.

Genesys Products

- List of Release Notes

- **Base Image Upgrade** — Genesys CX Insights containers are now UBI8. (GCXI-4947)

- **Miscellaneous updates**:

  - Support for Elasticsearch 7.6 (GCXI-4886)

  - Support for PostgreSQL 12 database. See the Genesys Customer Experience Insights page in the Supported Operating Environment Reference for more detailed information and a list of all supported databases. Note that, for new installations of release 100.0.020 and later, PostgreSQL 12 is required for the meta database. If you upgrade an existing deployment to release 100.0.020 or later, it will continue to work with existing PostreSQL releases. (GCXI-4886)

Resolved Issues

This release contains the following resolved issues:

The ANI Details Dashboard > **Top Callers** tab now correctly lists the 50 callers with the largest number of interactions. Previously, the sort order was inverted, and the callers with the smallest number of interactions were listed. (GCXI-5075)

The Interaction ID prompt now works correctly. Previously, in scenarios where GCXI was upgraded from release 9.0.015.02 to release 9.0.019.01, the Interaction ID prompt failed in many reports, including Transfer Detail Report, Interaction Handling Attempt Report, and Interaction Flow Report. (GCXI-5071)

Vertical table grids now appear correctly in custom reports. Previously, in scenarios where you upgraded Genesys CX Insights to release 9.0.018 or 9.0.019, vertical frames did not appear. (GCXI-5043)

Links from values in reports now correctly open related reports. Previously, in scenarios where an incorrect value (long value ending with zeros/E+) appeared in the prompt/report filter for the Interaction ID field, related reports could open with no data. (GCXI-4498)

The Interaction Flow Report now runs generates, and links in the **Interaction ID** column of the Interaction Handling Attempt Report now work correctly. Previously, both failed because Genesys CX Insights ignored user selections in the **Interaction ID** report prompt in the Transfer Detail Report, Interaction Flow Report, Predictive Routing Detail Report, and Co-browse Detail Report. (GCXI-4791)

Upgrade Notes

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

9.0.019.01

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.

9.0.019.00

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
04/01/21	General			X			

What's New

This release contains the following new features and enhancements:

- **Designer Application Reporting Enhancements** — New dashboards provide enhanced analysis of Designer-application usage:

  - Milestone Path Analysis Dashboard — Explore the first and last milestones customers traversed, and the number of sessions that ended in each final disposition. (GCXI-4285)

  - ANI Details Dashboard — Explore outcomes of customer interactions based on Automatic Number Identification (ANI). (GCXI-4624)

- **Weekly Dashboards** — New dashboards provide weekly views of contact center activity:

  - Weekly Agent Group Performance Dashboard — Explore weekly interaction handling at the group level on a weekly basis.

  - Weekly Agent Group Utilization Dashboard — Understand how agents used their time over the course of a week.

  - Weekly Business Attribute Dashboard — Explore interaction business-result categorization on a weekly basis.

  - Weekly Queue Summary Dashboard — Assess the weekly performance of configured queues.

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

- Weekly Self Service Containment Dashboard — Explore the volume of interactions that are (or are not) contained in Self-Service.
    (GCXI-4742)

- **SAML support** — Genesys CX Insights now supports SAML. When configured, this feature allows you to use SAML server to provide authentication to Genesys CX Insights. This functionality is provided as a preview feature. For more information, see the *Genesys CX Insights User's Guide*. (GCXI-4081)

- **Changes to object names in the iWD project** — Several attributes and prompts are renamed for greater clarity. Attributes and prompts that were previously referred to as *Resource ID* and *Last Resource ID* are now referred to as *Employee ID* and *Last Employee ID*, respectively, in the following reports:

  - Resource Performance Report

  - Resource Performance Dashboard

  - Task Detail Report

  - Task Work Detail Report

    For more information, see the Genesys CX Insights 9.0 Projects Reference Guide.

    (GCXI-4757)

- Updates are provided for all included CentOS packages.

Resolved Issues

This release contains the following resolved issues:

Descriptions now appear for the GCXI_GIM_DB and gcxi_meta_info Database Instances in MicroStrategy Developer. Previously in some releases, the descriptions were missing. (GCXI-4746)

Genesys CX Insights now correctly applies database properties from JDBC_OPTS variables defined within DSN definitions. Previously in some scenarios, such values were not applied, preventing the configuration of TLS database connections. (GCXI-4718)

Designer Interaction Outcome Statistics datasets in the **Dashboards** > **Datasets** folder are now hidden, unless the option enable-sdr is enabled. (GCXI-4529)

Upgrade Notes

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

9.0.018.00

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
03/05/21	General			X			

What's New

This release contains the following new features and enhancements:

- **Error message enhancement** — When a user attempts to log in with an invalid user name, Genesys CX Insights now displays a detailed error message. (GCXI-2567)

- **TLS enhancements**:
    - Support for TLS 1.2 for ODBC drivers, including PostgreSQL.
    - Improved DSNDEF processing for TLS connections setup. (GCXI-4218)

- **Operating environment updates**:
    - Support for MicroStrategy 2021 (Intelligence Server version 11.3.0000.16816). (GCXI-4335)
    - Updates to all included CentOS packages.

Resolved Issues

This release contains the following resolved issues:

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

Genesys CX Insights now correctly sorts attributes and metrics on dashboards. Previously, in deployments where localization was enabled, attributes and metrics on some dashboards were displayed in an unexpected order. (GCXI-4487)

Genesys CX Insights now enables users to successfully copy the Async Dashboard. Previously in such scenarios, the copy action failed with an error about `missing dependency`. (GCXI-4468)

Upgrades from Genesys CX Insights release 9.0.016 to a later release now complete successfully. Previously in scenarios where threshold values had been changed in localized reports, upgrades failed. (GCXI-4464)

Upgrade Notes

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

9.0.017.01

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
02/01/21	Update			X			

What's New

This release contains the following new features and enhancements:

- Operating environment updates — This release includes updates to all included CentOS packages.

Resolved Issues

This release contains the following resolved issues:

The Application prompt is removed from the Designer > Activity Summary Report. This prompt was present in previous releases, but not supported. (GCXI-4351)

On the Bot Analytical dashboard, values are now displayed without digit group separators (,). Previously, numbers larger than 1000 were displayed with the format ##,###,###, rather than ## ### ###. (GCXI-4299)

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

On the Final Disposition Dashboard, trend lines for the following metrics now appear on the bar chart:

- Entered in Self-Service
- Contained in Self-Service
- Entered in Assisted Service
- Abandoned in Queue
- Routed to DN
- Routed to Agent

Previously, the trend lines were missing. (GCXI-4297)

SSO authentication now completes successfully in scenarios where AWS Application Load Balancer is deployed an MPLS environment. Previously in such scenarios, authentication could fail. (GCXI-4291)

In the Agent Details Activity Report, filtering by State Name now works correctly. Previously in some circumstances, applying this filter could result in an error similar to the following:

```
Error when editing filter sub expression. Please review your answers. Warning! Incorrect
number format, please try again.
```

(GCXI-4262)

Long values are now displayed fully in the Interaction ID, Session Key, and other GUID fields of several reports. Previously, values 19 digits or longer were not displayed in full. (GCXI-4225)

Upgrade Notes

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

9.0.016.03

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
12/23/20	Update			X			

What's New

This release contains the following new features and enhancements:

- **Operating environment updates**—This release includes updates to all included CentOS packages.

- **iWD Reporting enhancements**

  - The **Media Type** attribute is used to distinguish different media types (such as **workitem** or **email**). It is added to the following reports: Capture Point Business Value, Capture Point Task Duration, Customer Segment Service Level, Intraday Process, Resource Performance, Task Age, Task Detail, Task Work Detail Report.

  - The **Media Type** prompt enables users to filter by different media types. It is added to reports containing the **Media Type** attribute and to the following dashboards: Capture Point, Customer Segment Service Level, Intraday Process, Resource Performance, Task Age Dashboard.

  - The **Interaction Type** and **Interaction Subtype** attributes enable data to be organized by interaction type and interaction subtype. It is added to Task Detail, Task Work Detail Resource Performance Report.

  - The **Interaction Type** prompt allows Task Detail, Task Work Detail and Resource Performance Report to be filtered by Interaction Type.

    For more information, see CX Insights for iWD reports and dashboards.

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

(CIWD-784)

Resolved Issues

This release contains the following resolved issues:

When the enable-sdr option is disabled, the Final Disposition Dashboard is now hidden in the GCXI project. (GCXI-4095)

In environments with Kubernetes 1.19, deployment using Helm now completes correctly. Previously in such scenarios, installation failed with an error similar to the following:

```
Error: unable to build kubernetes objects from release manifest: error validating "": error
validating data: [ValidationError(Ingress.spec.rules[0].http.paths[0].backend): unknown field
"serviceName" in io.k8s.api.networking.v1.IngressBackend,
ValidationError(Ingress.spec.rules[0].http.paths[0].backend): unknown field "servicePort" in
io.k8s.api.networking.v1.IngressBackend]
```

(GCXI-4090)

In localized deployments, the following reports and dashboards are now translated:

- Agent Omnichannel Activity Report
- Agent Summarized State
- Agent Activity
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Agent Utilization
- Transfer Detail Report
- Co-browse Detail Report
- Predictive Routing Agent Occupancy Report (Active Time & Predictive)(Day)

(GCXI-4047)

Upgrade Notes

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

9.0.016.02

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	Solaris	Windows
11/13/20	General			X		

What's New

This release contains the following new features and enhancements:

- **Designer reporting enhancements**:
  - **Bot Analytical Dashboard** — This new dashboard appears in the Dashboards and Designer folders. It provides detailed reporting on bot activity during interaction flows that involve Genesys Designer applications, and contrasts self service sessions with and without bot participation, which can help you understand how bots impact the customer experience. (GCXI-3669)
  - **Final Disposition Dashboard** — This new dashboard appears in the Dashboards and Designer folders. It provides detailed information that you can use to understand trends in interaction outcomes by exploring how key KPIs change over time. (GCXI-3447)
  - New metrics and attributes in the Designer folder support these reports.

    For more information, see the *Genesys CX Insights User's Guide*.

- **Helm Deployment** — Genesys CX Insights now supports deployment using Helm. For more information, see the *Genesys CX Insights Deployment Guide*. (GCXI-2588)

- **OpenShift deployment** — Genesys CX Insights now supports deployment using Red Hat OpenShift. This deployment option is available as part of Genesys Engage cloud private edition Early Adopter

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

Program.
> *Please note:* Until Genesys further extends our support of OpenShift on the Genesys Engage cloud private edition platform, Genesys CX Insights supports the basic installation of containers on customer-operated OpenShift clusters. Customers own the responsibility of deploying and maintaining OpenShift clusters, and Genesys provides support only for issues related to GCXI containers.

> For more information about deploying GCXI on OpenShift, see the *Genesys CX Insights Deployment Guide*. (GCXI-2848)

- **LDAP support** — Genesys CX Insights now supports LDAP. This functionality is provided as a preview feature. For more information, see the *Genesys CX Insights User's Guide*. (GCXI-4080)

- **Miscellaneous enhancements**:

  - Support for MicroStrategy 2020 Update 3 (11.2.0300.40207) (GCXI-3981)

  - Support for PostgreSQL 12 (meta and history db only) (GCXI-3979)

  - Support for RedHat Enterprise Linux 7.9 (GCXI-3983)

  - Support for Java 11.0.8. See the Prerequisites section on the *Genesys Customer Experience Insights* page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GCXI-3724)

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.

9.0.015.04

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	Solaris	Windows
09/29/20	Update			X		

What's New

This release contains the following new features and enhancements:

- **Deployment scheme improvement** — Genesys now recommends running the PostgreSQL container on a worker node using nodeSelectors, which is the default configuration. Earlier releases of Genesys CX Insights recommended running the PostgreSQL container on the control plane node. For more information, see the *Genesys Customer Experience Insights Deployment Guide*. (GCXI-3141)

- **Operating environment updates** — This release includes updates to all included CentOS packages.

- **Support for Java 11.0.8** — See the Prerequisites section on the Genesys Customer Experience Insights page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GCXI-3724)

Resolved Issues

This release contains the following resolved issues:

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

Genesys CX Insights now creates a CMDMGR log file only at startup. Previously in some scenarios, a large number of log files were generated. (GCXI-3822)

Japanese, Chinese, and Korean text now appears correctly when reports are exported to PDF or CSV files. (GCXI-3793, GCXI-3794)

The Agent Details Activity report no longer fails with a timeout error in environments with a large number of records. Previously, a problem with SQL optimization caused delays when processing data, which resulted in a timeout error in some scenarios. (GCXI-3767)

Genesys CX Insights now continues to operate correctly after updating a deployment that contains duplicated projects. Previously, in some scenarios where a project was duplicated and Genesys CX Insights was subsequently updated to a later release, Genesys CX Insights failed to run, and an error was logged about `Cannot save, move or copy this ServerDef object ... because it has been changed in the Metadata.` (GCXI-3757)

When generating LOVs for prompts and searching in LOVs, Genesys CX Insights now waits 120 seconds before displaying a Request timeout error. This timeout period is controlled by the MicroStrategy server **Request timeout** property, which previously was set to 40 seconds, which could result in a timeout in scenarios where an LOV had a large number of rows. (GCXI-3612)

Upgrade Notes

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

9.0.015.02

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	Solaris	Windows
07/31/20	Update			X		

What's New

This release contains the following new features and enhancements:

- **Operating environment updates** — This release includes updates to all included CentOS packages.

- **Miscellaneous enhancements**:

  - Support for MicroStrategy 2020 Update 2 (11.2.0.0200.39920) (GCXI-3466)

  - Support for VitaraCharts 4.5.1.696 (GCXI-3466)

  - Support for the following operating environments. See the Genesys CX Insights page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all prerequisites and browser support.

    - Support for Apache Tomcat 9.0.36. (GCXI-3451)

    - Support for Microsoft Edge Chromium 2020. (GCXI-3452)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

An unsupported report is removed from the **Support** Genesys CX Insights folder. (GCXI-3355)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.02.

9.0.015.01

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/20	Update			X		

What's New

This release contains the following new features and enhancements:

- **Transfer reporting enhancement** — A new attribute, Source Last VQueue in the CX Insights > Detail > Transfer folder, enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled. (GCXI-3118)

- **Miscellaneous enhancements**:
  - Support for MicroStrategy 2020 Update 1 (11.2.0100.38862) (GCXI-3064)
  - Support for VitaraCharts 4.4.5.627 (GCXI-3064)
  - Support for nginx 0.30.0 (GCXI-3009)

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 the following resolved issues:

When exporting dossiers (dashboards) to PDF, VitaraCharts widgets are now exported correctly. Previously in such scenarios, VitaraCharts widgets were displayed with a black background. For more

information, see the VitaraCharts web site. (GCXI-3216)

The GCXI container no longer fails to start in scenarios where the TOMCAT_ADMINPWD environment variable contained parentheses. Previously in GCXI release 9.0.014.02 deployments, the container failed to start in such scenarios. (GCXI-2941)

In duplicated projects, reports that use FreeFormSql now run correctly. Previously in GCXI release 9.0.014.02 deployments, the following reports failed in such scenarios:

- Interaction Flow Report
- Agent Details Activity Report
- Any custom reports that use FreeFormSql

(GCXI-2867)

Applying localization to GCXI no longer affects project properties. Previously, applying localization reset project properties to default values. (GCXI-2833)

Upgrade Notes

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

9.0.015.00

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/18/20	General			X		

What's New

As of June 29, 2020, this release is no longer available. A critical issue was discovered. If you have already downloaded the software, do not install it.

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.

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

9.0.014.03

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/14/20	Update			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

After upgrading from an older release, Genesys CX Insights now restarts successfully in scenarios where the properties of a MicroStrategy object contain a UTF-8 string greater than 32768 bytes. (GCXI-2553)

Genesys CX Insights Docker images no longer contain packages that trigger a CVE-2020-10531 warning when vulnerability scans are run. (GCXI-2871)

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

Upgrade Notes

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

9.0.014.02

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/20	General			X		

What's New

This release contains the following new features and enhancements:

- **Genesys CX Insights for iWD reporting enhancements** — A new report and dashboard provide enhanced iWD reporting:

  - Queue Throughput Report — provides a holistic view of tasks in queues (such as New, Cancel, Rejected, Completed), which you can view by processes within departments. Use this report to analyze how tasks pass through business process steps associated with queues, during a given time interval. (IWD-9293)

  - ETL Audit Dashboard — provides a historical overview of iWD Datamart job execution statistics, including duration, status and other more detailed information stored in the ETL_AUDIT table. (IWD-9171)

- **Expanded Localization Support**:

  - GCXI now supports displaying the reports and user interface in two additional languages: Dutch and Polish.

  - GCXI now supports displaying the Genesys CX Insights for iWD reports in several languages in addition to US English. (GCXI-2784)
    See Supported Languages. (GCXI-2432)

- **Miscellaneous enhancements**:

  - Support for the Microstrategy 2020 (version 11.02.0000.38225) platform. (GCXI-2656)

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

- Support for Vitara charts version 4.3.4.583. (GCXI-2656)

- Support for Oracle 19c database. See the Genesys Customer Experience Insights page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported databases. (SLG-1914)

Resolved Issues

This release contains the following resolved issues:

Update no longer fails on Genesys CX Insights deployments where the metadata default language is internationalized. (GCXI-2546)

Genesys CX Insights now successfully ends login sessions. Previously in some scenarios, when users tried to log out, they remained logged in. (GCXI-2703)

Upgrade Notes

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

Supported Languages

The following languages are supported in this release, for the Genesys CX Insights project:

- Arabic
- Chinese (Simplified)
- Dutch
- French (Canada)
- French (France)
- German (Germany)
- Italian

- Japanese

- Korean

- Polish

- Portuguese (Brazilian)

- Russian

- Spanish (Latin America/Mexico)

- Turkish

The following languages are supported in this release, for the Genesys CX Insights for iWD project:

- Chinese (Simplified)

- French (Canada)

- French (France)

- German (Germany)

- Japanese

- Portuguese (Brazilian)

- Russian

- Spanish (Latin America/Mexico)

9.0.013.01

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/19	General			X		

What's New

This release contains the following new features and enhancements:

- **iWD reporting enhancements** — the following new iWD reports and dashboards are added:
  - Customer Segment Service Level Dashboard
  - Queue Duration and Priority Dashboard
  - Task Age Dashboard
  - Task Age Report
       (GCXI-2242)

- **Chat reporting enhancements** — A new report and dashboard in the Chat folder provide detailed reporting about Interaction acceptance rates and percentages:
  - Interactions Acceptance Report
  - Interactions Acceptance Dashboard
       (GCXI-2014)

- **Designer reporting enhancements** — Three new reports are added to provide detailed reporting about Activities, Assisted-service interactions, and Self-service interactions respectively:
  - Activity Summary Report
  - Assisted Service Interactions by Last Milestone Report
  - Self Service Statistics Report

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

(GCXI-1933)

- **Genesys Predictive Routing enhancements** — The following enhancements and corrections are introduced in the Predictive Routing reports:

    - A new attribute, Result, is added to the the Predictive Routing Operational Report. (PRR-5551)

    - In the Predictive Routing Operational Report, the metric "Turnaround Time" is renamed as "Avg Turnaround Time (Fmt)". (PRR-5539)

- **Miscellaneous enhancements**

    - Default user accounts (Developer, Editor, Viewer), which were enabled in previous releases, are now disabled by default. A new container management variable, GCXI_USERS_ENABLED=false|true, allows you to reenable the default accounts. (GCXI-2335)

    - Ten new attributes, GSW Call Type and Dimension 2 Gen - Dimension 10 Gen, in the "User Data Example" folder in the CX Insights project, are mapped to two new custom attached data tables (USER_DATA_GEN_DIM_1, USER_DATA_GEN_DIM_2) in the Info Mart database. (GCXI-1898)

    - The folder **My Reports** is now visible only for users who have sufficient privileges to write files into the folder. (GCXI-2213)

    - Support for Oracle Database 18c. See the Prerequisites section on the GCXI page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GCXI-1854)

    - New columns are added to the AG2_AGENT, AG2_AGENT_GRP, AG2_AGENT_QUEUE, and AG2_ID tables to capture post-call survey data, including survey details, in addition to call, agent, company, and product scoring data. (GCXI-2105)

Resolved Issues

This release contains the following resolved issues:

The default DRV_TYPE value is now set to ODBC. Previously, when upgrading to release 9.0.012.01, the default DRV_TYPE value was set to JDBC, which caused the loss of custom DSN settings during upgrade, including settings for TLS and localization, unless DRV_TYPE=0DBC was set explicitly. (GCXI-2398)

In scenarios where reports are saved with modified prompts prior to changing the language used in the reports, the saved prompts are now preserved. Previously in such scenarios, the saved prompts would be lost. (GCXI-2133)

MicroStrategy Developer no longer fails when duplicating the GCXI project. Previously, when duplicating the project, Developer sometimes stopped. (GCXI-2102)

The Predictive Routing - AHT & Queue Dashboard now generates correctly. Previously in some scenarios, the following error was returned, even though aggregated data was available: No data

```
returned for this view. (PRR-5552)
```

In the Predictive Routing Detail Report, the "Routing Target" metric now correctly shows the target of the routing strategy when the target is a skill expression or agent group name. Previously, in some scenarios, a value of "UNSPECIFIED" was erroneously displayed. (PRR-5538)

In the Predictive Routing Operational Report, values are displayed correctly for predictor and model name when the Predictor switch is "OFF". Previously in some scenarios, these values erroneously displayed N0_VALUE. (PRR-5584)

The Predictive Routing A/B Testing Report now shows correct values for the First Contact Resolution (FCR) metric. (PRR-5630)

Upgrade Notes

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

9.0.012.01

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/19	General			X		

What's New

This release contains the following new features and enhancements:

- **Agent Details Activity Report performance enhancements** — The definition of Free Form SQL in the Agent Details Report is enhanced to provide better database query performance. This leads to improved performance of the report in many scenarios. (GCXI-1975)

- **Interaction Flow Report enhancements** — The definition of the report query is enhanced to improve performance for partitioned PostgreSQL RDBMS, including in scenarios where explicit Start Time and End Time values are specified. (GCXI-1939)

- **Predictive Routing Operational Report enhancements** — Genesys CX Insights now provides more detailed reporting about the time that interactions waited for predictive routing scoring to be completed, including a new metric (Avg Turnaround Time) in the Predictive Routing Operational Report. (GCXI-2085)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Attributes in the Transfer Details Report are now configured more accurately, allowing the report to run normally in scenarios where Genesys Info Mart attached data is configured with redundant attributes. Previously in such scenarios, the Transfer Details Report report sometimes generated an error that included the following string:

```
...invalid column name - CUSTOM_KEY_2
```

(GCXI-1979)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.01.

9.0.011.03

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/23/19	Update			X		

What's New

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

Important

Release 9.0.011.03 is supported only in cloud deployments. For more information, contact your Genesys Representative.

This release is not supported for on-premise deployment. See release 9.0.012.01 instead.

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.

9.0.011.02

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/19	Update			X		

What's New

This release contains the following new features and enhancements:

- **Interaction Flow Report enhancements** — The definition of the report query is enhanced to improve performance for partitioned PostgreSQL RDBMS, including in scenarios where explicit Start Time and End Time values are specified. (GCXI-1939)

- **Agent Details Report enhancements** — The definition of the SM_RES_STATE_RSN_FACT logical table is enhanced to provide improved Resource State Reason reporting, which improves the performance of the Agent State Details Report. (GCXI-1949)

Resolved Issues

This release contains no resolved issues.

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

Upgrade Notes

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

9.0.011.00

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/19	General			X		

What's New

This release contains the following new features and enhancements:

- **Enhancements to user groups and permissions** — The hierarchy of folders, user names, groups, and management roles are changed in the GCXI User Manager. For more information, see the *Genesys CX Insights Deployment Guide*. (GCXI-1616)

- **Enhancement to Genesys intelligent Workload Distribution (iWD) reporting** — including:

  - A new **Intraday Process Dashboard**, which provides four intraday overviews built on nearly twenty metrics, allowing you to view detailed information about completed iWD tasks that were overdue, as well as counts, percentages, and averages of completed iWD tasks.

  - Enhancements to the Task Detail Report, including new attributes and metrics that provide more detailed information about many aspects of task handling, including task source, customer segment, product, type, and task status.

    (GCXI-1764)

- **Enhanced Reporting Performance** — The following enhancements improve reporting performance:

  - Underlying queries for the Agent Details Activity Report are updated to enhance performance. (GCXI-1521)

  - A new JDBC wrapper optimizes the performance of SQL queries. Two new properties in the Genesys CX Insights database properties file (DRV_TYPE and GCXI_FIX) allow you to configure and enable the

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

wrapper. For more information, see the *Genesys CX Insights Deployment Guide*.
(GCXI-1750)

- **User Data Examples** — Enhancements to support user attached data:

    - Handling User Data Example — Sixteen attributes (Detail 1 - Detail 16) in the **User Data Example** folder enable the measurement of Info Mart data based on custom userdata attributes. Each new metric captures the value of the attached data for a particular interaction whose key is CustomData key (where * is the corresponding value between 1 and 16). (GCXI-1848)

    - Transfer Detail Report enhancements — Two folders with ten attributes in each were added into Transfer folder - Target User Data Examples and Source User Data Examples. (GCXI-1880)

- **Chat reporting enhancements** — Two reports, Chat Session Report and Chat Engagement Report, are enabled in the Chat folder. (GCXI-1329)

- **Co-browse reporting support** — Two reports, Co-browse Detail Report and Co-browse Summary Report, are enabled in the Co-browse folder. (GCXI-1484)

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.

9.0.010.05

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/24/19	Update			X		

What's New

This release contains only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Text on the Microstrategy Web GUI now displays correctly in scenarios where the default language is changed. In release 9.0.010.04, changing the language (**Preferences** > **Language**) could cause some characters to be replaced by question marks (?), and could cause a JavaScript error to appear on subsequent logins. (GCXI-1751)

The logical definition of the USER_DATA_CUST_DIM_2 table is corrected, and now uses the actual Genesys Info Mart table. Genesys CX Insights attributes **Dimension 6** through **Dimension 10** now link directly to the USER_DATA_CUST_DIM_2 Info Mart table. (GCXI-1660)

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

Upgrade Notes

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

9.0.010.04

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/15/19	General			X		

What's New

This release contains the following new features and enhancements:

- **Support for Genesys intelligent Workload Distribution (iWD) reporting** — including:

  - Eight reports are added, along with associated metrics and other objects. See Genesys CX Insights for iWD reports.

  - iWD reporting is provided through a separate project, **Genesys CX Insights for iWD**. For more information, see the *Genesys CX Insights Deployment Guide* and *Genesys CX Insights User's Guide*.

  - The hierarchy of folders in the GCXI User Manager is reorganized to account for the addition of iWD user groups, and changes to the provisioning of access restrictions. For more information, see the *Genesys CX Insights Deployment Guide* and *Genesys CX Insights User's Guide*.

    (GCXI-1645)

- **Omnichannel reporting** — A new report provides detailed agent activity reporting across all media channels: Agent Omnichannel Activity Report. (GCXI-1647)

- **Enhanced agent group reporting** — A new report provides information about how agents are distributed among agent groups: Agent Group Membership Details Report. (GCXI-1669)

- **Expanded Localization Support** — GCXI now supports displaying the reports and user interface in two additional languages: Arabic and Korean. See Supported Languages. (GCXI-1378)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

- **New logging capabilities** — Genesys CX Insights now provides detailed logging information for selected components. For more information, see Accessing log information. (GCXI-1674)

- **Focus Time reporting** — Two new metrics, Focus and Focus Time, are added to the following CX Insights project folders: **GCXI/Agent/Activity**, **GCXI/Agent/Activity/Queue**, and **GCXI/Business Attribute/BA Customer**. These metrics can be used in Agents and Business Results reports. (GCXI-1571)

- **Automatic configuration** — Some Genesys CX Insights reporting features and the associated objects (including certain folders and reports) are not needed in all deployments, or may require additional configuration steps. Beginning with Genesys CX Insights release 9.0.010, the Genesys CX Insights deployment routine automatically enables these reporting features based on the features you enable in RAA. For more information, see the Genesys CX Insights Prerequisites. (GCXI-1733)

- Support for OpenJDK 11. See the Prerequisites section on the GCXI page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GCXI-1612)

- Support for MicroStrategy 2019. (GCXI-1528)

Resolved Issues

This release contains the following resolved issues:

More than one language can now be enabled on the server at one time. For more information, see Enabling Languages on the server. (GCXI-1747)

In scenarios where the language is changed more than once, Genesys CX Insights now correctly changes the language used in the reports. Previously, once you had enabled a language other than US English, switching to a different language caused only partial translation. (GCXI-1618)

Members of the Tenant Editors user group are now permitted to copy the Interaction Handling Attempt Report. Previously, members of this group were unable to copy that report. (GCXI-1546)

Upgrade Notes

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

Supported Languages

The following languages are supported by this release:

- Arabic

- Chinese (Simplified)

- French (Canada)

- French (France)

- German (Germany)

- Italian

- Japanese

- Korean

- Portuguese (Brazilian)

- Russian

- Spanish (Latin America/Mexico)

- Turkish

9.0.009.00

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/18	General			X		

What's New

This release contains the following new features and enhancements:

- **Genesys Task Routing reporting** — This release adds support for reporting on Genesys Task Routing (GTR), including two new dashboards:

  - Task Volume Dashboard

  - Agent Task Dashboard

- **Co-browse reporting** — This release adds support for reporting on Co-browse sessions, including more than twenty new metrics, and two new reports:

  - Co-browse Detail Report

  - Co-browse Summary Report

    Reports in the Co-browse folder are on supported for Genesys Engage cloud deployments only.

- **Enhanced Queues reporting** — A new report, Speed of Accept (Seconds), is added. This is similar to the existing Speed of Accept (Hours) report, but is more appropriate for media types for which contact center responses are expected to be fast, such as voice and chat.

- **Localization Support** — GCXI now supports displaying the reports and user interface in several languages in addition to US English. See Supported Languages.

- The Interaction Flow Report now provides two new prompts: Target Agent and Target Queue.

Helpful Links

Releases Info

- List of 9.0.x Releases

- 9.0.x Known Issues

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Data is no longer double-counted in reports in scenarios where agents or queues are members of more than one group, and access restrictions are configured for all groups of which the agent or queue is the member. (GCXI-1509)

Upgrade Notes

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

Supported Languages

The following languages are supported by this release:

- Chinese (Simplified)
- French (Canada)
- French (France)
- German (Germany)
- Italian
- Japanese
- Portuguese (Brazilian)
- Russian
- Spanish (Latin America/Mexico)
- Turkish

9.0.008.00

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

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/18	Update			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In deployments with MicroStrategy release 10.11.1, when you select widgets on the dashboard, data appearing on other widgets is now automatically updated. Previously in this scenario, clicking on an agent name did not focus the dashboard on that agent. (GCXI-1506)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.00.

Supported Languages

Only US English is supported in this release, contact your Genesys representative for information about future support for other Language Packs.

9.0.007.03

9.x This is the first 9.x release of **Genesys Customer Experience Insights**.

Genesys Customer Experience Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/21/18	General			X		

What's New

- This is the initial release of Genesys Customer Experience Insights (CX Insights), a new Historical Reporting component, which replaces Genesys Interactive Insights (GI2).

  - Genesys CX Insights is built on a Microstrategy 10.x platform, and draws aggregated historical information from the Genesys Info Mart data warehouse. It presents the data in readable reports to enable business and contact center managers to make better business decisions for streamlining operations, reducing costs, and providing better services.

  - Genesys CX Insights Supports the following:

    - Operating systems — CentOS Linux 7.5 and RedHat Enterprise Linux 7.5

    - Databases — MS SQL Server 2012, MS SQL 2016, MS SQL 2016 Cluster, Oracle 11g RAC R2, Oracle 12c R1 RAC, Oracle 12c R2 RAC, PostgreSQL 9.6

- Gensys CX Insights includes more than 50 reports and dashboards, and a versatile array of metrics, attributes, and other objects that can be used to construct reports and dashboards. Genesys CX Insights provides a web interface that enables users to easily customize or create additional reports and dashboards.

- Genesys CX Insights empowers individuals through self-service analytics, and supports the following enhanced features:

  - Data Discovery and Dashboards

  - Data Preparation and Blending with additional data sources

  - Custom HTML 5 Visualizations

Helpful Links

Releases Info

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

Product Documentation

- Genesys Customer Experience Insights

Genesys Products

- List of Release Notes

- Personalized Alerts on Metrics

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

This is the initial release of Genesys CX Insights.

Supported Languages

Only US English is supported in this release, contact your Genesys representative for information about future support for other Language Packs.