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Genesys Interactive Insights User's Guide

New In This Release

12/19/2025

New In This Release

This section describes the changes that have been incorporated within this guide since the 8.5.0 release of GI2.

For information about what's new in the *software*, see the [Genesys Interactive Insights Release Notes](#).

Genesys Interactive Insights 8.5.000.03

Added information about [GI2 releases that are incompatible with BI 4.2](#).

Genesys Interactive Insights 8.5.000.02

This is the initial release of this new document.

Other Changes

Changes pertaining to the the deployment and localization of GI2 are described in the [Genesys Interactive Insights Deployment Guide](#). Also, refer to the [Genesys Interactive Insights Universe Guide](#) for information about the new reports and other new universe elements that were introduced or updated within the 8.5.x releases.