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Genesys Customer Experience Insights

9.0.010.04

12/20/2025

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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