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Genesys Customer Experience Insights

9.0.011.00

12/19/2025

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

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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.