



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Customer Experience Insights

9.0.013.01

12/20/2025

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=ODBC 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 NO_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.