Genesys Customer Experience Insights

9.0.015.02

12/19/2025

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.