GENESYS™

Genesys Customer Experience Insights

100.0.021.0000

12/20/2025

100.0.021.0000

Genesys Customer Experience Insights Release Notes

9.x **Genesys Customer Experience Insights** is part of 9.x starting in 9.0.007.03.

> **Important**
> This Release Note describes Genesys CX Insights 9.0.021.00, which is released as Genesys CX Insights 100.0.021.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/06/21	Update			X			

What's New

This release contains the following new features and enhancements:

- **SFTP export support** — Genesys CX Insights now enables you to securely transmit reports (and dashboards) to an SFTP destination that you configure. For more information, see Schedule FTP delivery. (GCXI-3449)

- **Report performance enhancements** — The Interaction Handling Attempt Report is enhanced through the addition of the addition of a new prompt, Interaction Windows Size. Reducing the value at this prompt can improve report speed. (GCXI-5260)

- **Miscellaneous updates**:

  - Support for MicroStrategy 2021 Update 2 (11.3.0200.19374) (GCXI-5228)

  - Updates are provided for all included CentOS packages.

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

Resolved Issues

- List of Release Notes

This release contains the following resolved issues:

Genesys CX Insights now correctly applies Interaction Window Size optimization of GCXI JDBC driver. Previously in some scenarios, such optimization was not applied correctly, and Genesys CX Insights produced an empty dataset. (GCXI-5257)

Genesys CX Insights now correctly performs LDAP authentication. Previously in scenarios where the openldap library was used, an error occurred when connecting to the LDAP server. (GCXI-5242)

Genesys CX Insights now backs up the metaDB as scheduled. Previously, in deployments where backup was enabled by scheduling, auto backup was sometimes triggered at non-scheduled times. (GCXI-5225)

In Openshift deployments, container file ownership is now set to `genesys:root` `(500:0)`. Previously, file ownership was set to `genesys:genesys` `(500:500)`. (GCXI-5299)

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.