Genesys Customer Experience Insights

100.0.027.0001

12/19/2025

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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	Mac	Solaris	Windows
04/01/22	General			X			X

What's New

This release contains the following new features and enhancements:

- A new Transfer Dashboard is now available in the Dashboards folder. For more information, see the *Genesys CX Insights User's Guide*. (GCXI-5662)

- A new metric, Consult Initiated Time, is added in the folder GCXI > Detail > Handling Attempt. (GCXI-5977)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 100.0.027.0001.

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