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Genesys Customer Experience Insights

Genesys Customer Experience Insights 9.0.0 Deployment Procedure

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Important

In keeping with Genesys' commitment to diversity, equality, and inclusivity, beginning with release 9.0.019.01, some pod names are changed; this document refers to "gcxi-primary" and "gcxi-secondary" pods. In release 9.0.019.00 and earlier, these pods were named "gcxi-master" and "gcxi-slave".

This deployment procedure applies to all 9.0.0 releases of Genesys Customer Experience Insights listed in the [9.0.0 Release table](#). Most releases use the same standard deployment procedure.

Contents

- [1 Genesys Customer Experience Insights 9.0.0 Deployment Procedure](#)
 - [1.1 Deployment Steps](#)
 - [1.2 Genesys CX Insights Product Alerts](#)

- To deploy this installation package within a *new* environment, follow the instructions provided in the latest [Genesys Customer Experience Insights Deployment Guide](#).
- For information about supported releases of RAA, Genesys Info Mart, and other products that interoperate with Genesys CX Insights, see [Product Alerts](#).
- To deploy the package within your *existing* 9.0.x GCXI environment, perform the steps in the following procedure:

Standard Deployment Procedure for Migrating From 9.0.x to a later 9.0.x release

Deployment Steps

1. Obtain the latest GCXI image (for example, **gcxi:9.0.019.00**)
2. Execute the following command to retag the image:

```
docker tag <repository name>/<image>:<release> <image>:<release>
```

where

<repository name> is the identifier for the repository from which you downloaded the files,

<image> is the name of the image file, and <release> is the release number.

For example:

```
docker tag pureengage-docker-production.jfrog.io/gcxi:9.0.019.00 gcxi:9.0.019.00
```

3. Execute the following command to back up the GCXI meta db:

```
kubectl apply -f <destination path>/gcxi-backup.yaml
```

where <destination path> is the folder in which the Genesys Installation Package (IP) is stored.

4. Execute the following commands to stop the containers:

```
kubectl scale deploy/gcxi-secondary --replicas=0
```

```
kubectl scale deploy/gcxi-primary --replicas=0
```

5. Open the **gcxi.properties** file for editing, and change the value of **GCXI_VERSION** to match the release you are installing. For example:

```
GCXI_VERSION=9.0.019.00
```

6. Execute the following commands to load **gcxi.properties** into Kubernetes:

```
kubectl delete configmap gcxi-config
```

```
kubectl create configmap gcxi-config --from-env-file=<destination
path>/gcxi.properties --namespace genesys
```

where <destination path> is the folder in which the Genesys Installation Package (IP) is stored.

7. Execute the following commands to update GCXI images in Kubernetes:

```
kubectl set image deployment/gcxi-<primary|secondary> gcxi=gcxi:<release>
```

Where:

- <release> is the same string as you entered for the GCXI_VERSION.

For example:

```
kubectl set image deployment/gcxi-primary gcxi=gcxi:9.0.019.00
```

```
kubectl set image deployment/gcxi-secondary gcxi=gcxi:9.0.019.00
```

8. Execute the following command to start the PRIMARY container:

```
kubectl scale deploy/gcxi-primary --replicas=1
```

Wait until PRIMARY container has started (Tomcat is up, and MicroStrategyWeb page is available).

9. Execute the following command to start the SECONDARY container:

```
kubectl scale deploy/gcxi-secondary --replicas=1
```

Genesys CX Insights Product Alerts

Genesys Customer Experience Insights 9.0.0 interoperates with the following releases of other products:

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
100.0.036.0000 (9.0.036.00)	MicroStrategy Intelligent Enterprise 11.4.0300.0140 (MicroStrategy March 2024)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.035.0000 (9.0.035.00)	MicroStrategy Intelligent Enterprise 11.3.1260 (MicroStrategy 2023 Update 12)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.033.0000 (9.0.033.00)	MicroStrategy Intelligent	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
	Enterprise 11.3.1060.00468 (MicroStrategy 2023 Update 10)				
100.0.032.0000 (9.0.032.00)	MicroStrategy Intelligent Enterprise 11.3.0860.01123 (MicroStrategy 2021 Update 8)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.031.0000 (9.0.031.00)	MicroStrategy Intelligent Enterprise 11.3.0860.01123 (MicroStrategy 2021 Update 8)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.030.0000 (9.0.030.00)	MicroStrategy Intelligent Enterprise 11.3.0760.00770 (MicroStrategy 2021 Update 7)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.029.0000 (9.0.029.00)	MicroStrategy Intelligent Enterprise 11.3.0560.0065 (MicroStrategy 2021 Update 5.1) / MicroStrategy Workstation 11.3.630.694 (Framework Build 11.3.63)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.028.0000 (9.0.028.00)	11.3.0560.0065 (MicroStrategy 2021 Update 5.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.027.0001 (9.0.027.01)	11.3.0460.00602 (MicroStrategy 2021 Update 4.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.011.01	8.5.014.34	**
100.0.026.0001 (9.0.026.01)	11.3.0460.00602 (MicroStrategy 2021 Update 4.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
Note: In deployments that include Genesys Info Mart 8.5.116.26 or later, the RAA.log file is not generated.					

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
100.0.026.0000 (9.0.026.00)	11.3.0460.00602 (MicroStrategy 2021 Update 4.1)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.025.0001 (9.0.025.01)	11.3.0300.11047 (MicroStrategy 2021 Update 3)	v1.20..v.1.23 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.024.0000 (9.0.024.00)	11.3.0300.11047 (MicroStrategy 2021 Update 3)	v1.20..v.1.22 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.023.0001 (9.0.023.01)	11.3.0200.19374 (MicroStrategy 2021 Update 2)	v1.19..v1.21 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.023.0000 (9.0.023.00)	11.3.0200.19374 (MicroStrategy 2021 Update 2)	v1.19..v1.21 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.021.0000 (9.0.021.00)	11.3.0200.19374 (MicroStrategy 2021 Update 2)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
100.0.020.0000 (9.0.020.00)	11.3.0100.18093 (MicroStrategy 2021 Update 1)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.019.01	11.3.0100.18093 (MicroStrategy 2021 Update 1)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.019.00	11.3.0000.16816 (MicroStrategy 2021)	v1.18...v1.20 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.018.00	11.3.0000.16816 (MicroStrategy 2021)	v1.17...v1.19 / 18.06-ce...19.03-ce	9.0.001.10	8.5.014.34	**
9.0.017.01	11.2.0300.40207 (MicroStrategy 2020 Update 3)	v1.17...v1.19 / 18.06-ce...19.03-ce	9.0.001.07	8.5.014.34	**
9.0.016.03	11.2.0300.40207 (MicroStrategy 2020 Update 3)	v1.16...v1.19 / 18.06-ce...19.03-ce	9.0.001.03	8.5.014.34	**
** In scenarios where Genesys CX Insights release 9.0.016.03 or later is deployed with iWD release 9.0.012.07 or later, or with iWD 8.5.108.14 or a later 8.5 release, Genesys CX Insights automatically enables only those prompts, metrics, and attributes in the Genesys CX Insights for iWD project that are supported by the installed release of iWD.					
9.0.016.02	11.2.0300.40207 (MicroStrategy 2020 Update 3)	v1.16...v1.19 / 18.06-ce...19.03-ce	9.0.001.03	8.5.014.34	9.0.012.07
9.0.015.04	11.2.0.0200.39920 (Microstrategy 2020 Update 2)	v1.15...v1.18 / 18.06-ce...19.03-ce	8.5.011.04	8.5.014.34	8.5.108.14 / 9.0.012.07

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
9.0.015.02	11.2.0.0200.39920 (Microstrategy 2020 Update 2)	v1.15...v1.18 / 18.06-ce...19.03-ce	8.5.011.04	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.015.01	11.2.0100.38862 (Microstrategy 2020 Update 1)	v1.15.0...v1.18.1 / 18.06.1-ce...19.03.8-ce	8.5.011.04	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.014.03	11.2.0000.38225 (Microstrategy 2020)	v1.15.0...v1.18.1 / 18.06.1-ce...19.03.8-ce	8.5.011.03	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.014.02	11.2.0000.38225 (Microstrategy 2020)	v1.15.0-1.17.3 / 18.06.1-ce...19.03.5-ce	8.5.011.03	8.5.014.34	8.5.108.14 / 9.0.012.07
9.0.013.01	11.1.0000.0123 (MicroStrategy 2019)	v1.15.0-1.17.0 / 18.06.1-ce...19.03.5-ce	8.5.011.02	8.5.014.26	8.5.108.11 / 9.0.011.09
9.0.012.01	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-1.16.2 / 18.06.1-ce...18.09.1-ce	8.5.010.01	8.5.013.06 (8.5.014.09 for Chat Thread reporting) (8.5.014.19 for Genesys Predictive Routing reporting)	8.5.108.03 / 9.0.008.07
9.0.011.03	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-v1.14.3 / 18.06.1-ce...18.09.1-ce	8.5.009.04	8.5.013.06 (8.5.014.05 for Chat Thread reporting)	8.5.108.03 / 9.0.008.07
9.0.011.02	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-v1.14.3 / 18.06.1-ce...18.09.1-ce	8.5.009.04	8.5.013.06 (8.5.014.05 for Chat Thread reporting)	8.5.108.03 / 9.0.008.07
9.0.011.00	11.1.0000.0123 (MicroStrategy 2019)	v1.14.1-v1.14.3 / 18.06.1-ce...18.09.1-ce	8.5.009.04	8.5.013.06 (8.5.014.05 for Chat Thread reporting)	8.5.108.03 / 9.0.008.07
9.0.010.05	11.1.0000.0123 (MicroStrategy 2019)	v1.13.1...1.13.4 / 18.06.1-ce...18.09.1-ce v1.12.2/18.06.1-ce	8.5.008.00	8.5.011.18 (8.5.013 for Media Neutral reporting)	8.5.108.03 / 9.0.008.07
9.0.010.04	11.1.0000.0123 (MicroStrategy 2019)	v1.13.1...1.13.4 / 18.06.1-ce...18.09.1-ce v1.12.2/18.06.1-ce	8.5.008.00	8.5.011.18 (8.5.013 for Media Neutral reporting)	8.5.108.03 / 9.0.008.07
9.0.009.00	10.11.0100.0011	v1.13.1/ 18.09.1-ce	8.5.007.00	8.5.011.15 (except Co-browse)	na

GCXI Release	MicroStrategy Release	Kubernetes/ Docker (or later*)	RAA Release (or later)	Genesys Info Mart Release (or later)	iWD Release (or later)
		v1.12.2/18.06.1-ce			
9.0.008.00	10.11.0100.0011	v1.12.2/ 18.06.1-ce v1.11.3/18.06.1-ce (docker 1.12.3 for demo)	8.5.006.00	8.5.011.15	na
9.0.007.03	10.11.0100.0011	v1.11.3/ 18.06.1-ce v1.10.5/17.03.1-ce (docker 1.12.3 for demo)	8.5.005.03 (8.5.005.03 to support latest Callback functionality)	8.5.01* (8.5.010.16 to support latest Callback functionality)	na

* GCXI is tested with the Docker/Kubernetes releases specified in the table, and is compatible with subsequent releases that are guaranteed to be backward compatible with the stated release. For more information about what Docker releases interwork with a given Kubernetes release, see the [Kubernetes release notes](#).

Important

Genesys CX Insights supports reporting on asynchronous chat (Async chat). Note, however, that this feature requires a specific release of Genesys Info Mart. Check with your Genesys representative to see if a release of Genesys Info Mart with Async chat support is available.

- Interaction Concentrator (ICON) 8.x and Genesys Info Mart 8.x might report ACW even if the agent does not accept a call (or consultation) but has ACW unrelated to the call. This recording leads to incorrect ACW, Handle Time, and related measures in some of the aggregates and reports. Refer to the release notes of these products for further information. (ER 258562765)
- The Genesys CX Insights reports count an invitation for collaboration that an agent declines as **Consult Received Accepted** when the agent uses Genesys Agent Desktop (or a custom desktop using the same SDK) to decline the invitation. Refer to ER 247946331 in the [Genesys Info Mart 8.0 Release Notes](#) for additional information. (ERs 250850268, 247946331)
- Because Interaction Concentrator 8.x does not support one-step conferences for SIP Server, Genesys Info Mart cannot populate the proper conference-related fields in the INTERACTION_RESOURCE_FACT table. As a result, this activity is not reported within the Genesys CX Insights reports. (ER 239356191)
- Genesys CX Insights is powered by Microstrategy software. Additional documentation for Microstrategy software is available at www.microstrategy.com