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Genesys Multicloud CX Release Notes

Genesys Customer Experience Insights Release Notes

5/18/2022

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
Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Related documentation:

-

Important


The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Service	First availability	Released for	Highlights	Release number
Genesys CX Insights	April 13, 2022	  	Transfer reporting enhancements	100.0.028.0000
Genesys CX Insights	February 02, 2022	  	Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Resolved issues with arbitrary UIDs.	100.0.026.0001
Genesys CX Insights	January 28, 2022	  	Important security improvements.	100.0.026.0000
Genesys CX Insights	December 20, 2021	  	Important security improvements. Added ANI Details report.	100.0.025.0001
Genesys CX Insights	November 18, 2021	  	Support for deploying all private edition services in a single namespace. Support for MicroStrategy 2021 Update 3	100.0.024.0000
Genesys CX Insights	October 26, 2021	  	Export fixes	100.0.023.0001

Service	First availability	Released for	Highlights	Release number
Genesys CX Insights	October 04, 2021	 	Billing Data reports (AWS only)	100.0.023.0000
Genesys CX Insights	September 22, 2021		Log redirection to stdout	100.0.022.0000
Genesys CX Insights	August 06, 2021	 	Support for arbitrary UIDs in private edition deployments on OpenShift. Performance enhancements. Support for MicroStrategy 2021 Update 2.	100.0.021.0000
Genesys CX Insights	July 01, 2021	  	Security enhancements.	100.0.020.0000
Genesys CX Insights	April 30, 2021	  	Support for updated MicroStrategy and Vitara. Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.019.01
Genesys CX Insights	April 01, 2021	 	Support for Genesys Engage cloud on Azure	9.0.019.00

Genesys CX Insights: April 13, 2022



-  100.0.028.0000 available May 09, 2022
- Helm charts and containers

What's New

- Support for MicroStrategy 2021 update 5.1, Build Number 11.3.0560.0065, and Interactive Intelligence Server 11.3.0560.01489 (GCXI-6059)
- A new metric, Consult Initiated Time, is added in the folder GCXI > Detail > Handling Attempt. (GCXI-5977)
- A new Transfer Dashboard is now available in the Dashboards folder. For more information, see .

This feature requires Reporting and Analytics Aggregates (RAA) release or later. If you are not sure what release of RAA is running in your environment, contact <https://genesyspartner.force.com/customercare/>

CustomerCareContactUs"><https://genesyspartner.force.com/customercare/CustomerCareContactUs>">Customer Care.
(GCXI-5662)

More info:

Resolved Issues

- The attribute Handling Attempt Connection ID in the Detail folder now correctly displays longer values. Previously, the metric had an incorrect datatype, and subsequently displayed incorrect values when the value was longer than 16 digits. (GCXI-5983)
- Scheduled monthly reports are now delivered as expected, regardless of time zone. Previously, Genesys CX Insights did not send monthly-scheduled reports for any time zone other than UTC. (GCXI-5840)

Genesys CX Insights: February 02, 2022



- 100.0.026.0001 available February 02, 2022
- Helm charts and containers

For private edition

- On OpenShift deployments in that use arbitrary user IDs (UIDs), GCXI pods now start correctly. (GCXI-5874)
- As of March 31, 2022, Genesys CX Insights supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2683)

Genesys CX Insights: January 28, 2022



What's New

- Support MicroStrategy 2021 Update 4.1 - 11.3.0460.00602 (GCXI-5820)

Security Fixes

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). (CVE-2021-45105). (CVE-2021-44832). In particular, the Log4j library included with GCXI has been upgraded to 2.17.1. (GCXI-5832)

Resolved Issues

- If the Weekly Self Service Containment Dashboard is hidden and the option **enable-sdr** in the **[agg-feature]** section is disabled, the underlying dataset Dashboards > Datasets > Weekly Self-Service

Statistics Report is now hidden. (GCXI-5802)

Genesys CX Insights: December 20, 2021



- 100.0.025.0001 available December 20, 2021
- Helm charts and containers

What's New

- A new report, , enables you to explore outcomes of customer interactions based on Automatic Number Identification (ANI), including organization by Hour of Day. (GCXI-5550)
More info:

Security Fixes

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228). (GCXI-5777)

Resolved Issues

- The Task Detail Report now correctly populates data in all columns. Previously in environments with Genesys CX Insights 100.0.024.0000, only the Due Date Time column was populated, and all other fields were empty. (GCXI-5727)
- In the Agent Details Activity Report, the Session Key column now correctly shows all expected data. Previously, data was sometimes partly hidden due to a problem with the column width. (GCXI-5500)

Genesys CX Insights: November 18, 2021



- 100.0.024.0000 available November 25, 2021
- Helm charts and containers

What's New

- Genesys CX Insights for iWD now supports reporting on Category Level 3 - 10. New prompts and attributes to support this change are added to several reports and dashboards in the folder. (GCXI-5437)
More info:
- Support for MicroStrategy 11.3.0300.11047 (MicroStrategy 2021, Update 3). See the Prerequisites section on the <https://docs.genesys.com/Documentation/System/latest/SOE/GCXI>"><https://docs.genesys.com/Documentation/System/latest/>

[SOE/GCXI](https://docs.genesys.com/Documentation/System/Current/SOE/Welcome)">Genesys Customer Experience Insights page in the <https://docs.genesys.com/Documentation/System/Current/SOE/Welcome>"><https://docs.genesys.com/Documentation/System/Current/SOE/Welcome>">Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all prerequisites. (GCXI-5483)

For private edition

- Support for deploying the Genesys CX Insights service in a single namespace with other private edition services has been validated. No code changes were required to enable this alternative deployment scenario. (GCXI-5547)

Genesys CX Insights: October 26, 2021  

Resolved Issues

- Genesys CX Insights now uses UTF8 encoding when exporting CSV files. Previously in release 100.0.023.0000, CSV files were encoded using UTF16, which resulted in incorrect column formatting when the exported CSV files were viewed using Microsoft Excel. (GCXI-5608)

Genesys CX Insights: October 04, 2021  

What's New

- **AWS only** — New reports in the GCXI > Billing Data folder provide detailed information about your usage, as follows:
 - GVP minutes and ports usage:
 - Named and Concurrent Users Count usage:

To support this change, several new objects are added to the GCXI Project; for more information, see the <https://docs.genesys.com/Documentation/GCXI/9.0.0/PG/BillingData>"><https://docs.genesys.com/Documentation/GCXI/9.0.0/PG/BillingData>">Genesys CX Insights Projects Reference Guide. For more information about Billing Data Server, see the <https://docs.genesys.com/Documentation/BDS>"><https://docs.genesys.com/Documentation/BDS>">BDS documentation. (GCXI-4847)

More info:

- New attributes, Dial Result and Desired Time, in the Callback > Detail folder enable you to customize the Callback Details report to organize report data based on the final result of the callback, or based on the customer's desired callback time. (GCXI-5343)

More info:

Resolved Issues

- Genesys CX Insights now correctly calculates Pending and Pending Overdue metrics in reports. Previously, incorrect results appeared in reports, but a simple SQL query returned a correct result. (GCXI-5381)


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- Users in GCXI for iWD user groups in CfgServer now have access to the Genesys CX Insights for iWD project. Previously, users in the following groups could not access the project:

- GCXI for iWD Developer
- GCXI for iWD Editors
- GCXI for iWD Viewers
- GCXI for iWD Users Administrators

(GCXI-5428)

- Reports in the Chat folder now appear as expected. Previously in some scenarios, several reports were missing from this folder. (GCXI-5453)
- The ANI Details Dashboard (and underlying ANI Details Report) now correctly displays the Media Type. Previously, null values appeared in the Media Type column. (GCXI-5470)

Genesys CX Insights: September 22, 2021

-  100.0.022.0000 available September 22, 2021
- Helm charts and containers


What's New

- Updates are provided for all included CentOS packages.

For private edition

- Log redirection to stdout — Genesys CX Insights now supports optional redirection of logs to to stdout (with Fluentbit sidecar and No Shared Log Volumes). This is sometimes useful for logs that are not sent to console output by default. For more information, see . (GCXI-5335)

Genesys CX Insights: August 06, 2021

-  100.0.021.0000 available August 12, 2021
- Helm charts and containers

What's New

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

Resolved Issues

- The password generation algorithm has been improved to comply with the rule that passwords cannot contain a name, first name, last name, or login. Previously, a sequence of characters in the generated password could contain the login or name, especially if the login or name was one or two characters long. (GCXI-5292)
- 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)
- Links to shared reports and dashboards now work correctly in environments where the **Anti-CSRF** feature is enabled, and SSO is used. Previously in such environments, when users attempted to open a link that was created using the right-click > **Share** option in a report or dashboard, a permissions error appeared. (GCXI-5204)

For private edition


- GCXI now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.
 - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).
 - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .
 - GCXI is expected to be deployed using the **default** ServiceAccount, which uses the **restricted** SCC. If you do not want to use arbitrary UIDs in your OpenShift deployment, you must associate the **default** ServiceAccount with the **genesys-restricted** SCC, as described in the suite-level Private Edition Guide. If you previously deployed GCXI using the default ServiceAccount associated with the genesys-restricted SCC, you must remove the association if you want OpenShift to use arbitrary UIDs. To do so, execute the following command:

```
oc adm policy remove-scc-from-user genesys-restricted -z default -n
```


(GCXI-5299)
- Grafana dashboards are now supported through the Helm Chart ConfigMap component `gcxi-grafana-dashboard`. (GCXI-5037)

Genesys CX Insights: July 01, 2021



-  100.0.020.0000 available July 16, 2021
- Helm charts and containers

What's New

- Support for:
 - Support for PostgreSQL 12 database.
 - Elasticsearch 7.6

(GCXI-4886)

- (**AWS only**.) Genesys CX Insights now enables you to securely transmit reports (and dashboards) to an SFTP destination that you configure. For more information, see (GCXI-3449)
- To enhance container security, Genesys CX Insights containers are now built on UBI8. (GCXI-4947)

Resolved Issues

- Unsupported Chat reports are now hidden — Chat Termination Report and Async Chat Dashboard were previously visible in the GCXI project, but are not supported. (GCXI-5103)
- Vertical table grids now appear correctly in custom reports. Previously, in scenarios where you upgraded Genesys CX Insights to release 9.0.018 or 9.0.019, vertical frames did not appear. (GCXI-5043)
- Links from values in reports now correctly open related reports. Previously, in scenarios where an incorrect value (long value ending with zeros/E+) appeared in the prompt/report filter for the Interaction ID field, related reports could open with no data.

(GCXI-4498)


- The Interaction ID prompt now works correctly. Previously, in scenarios where GCXI was upgraded from release 9.0.015.02 to release 9.0.019.01, the Interaction ID prompt failed in many reports, including Transfer Detail Report, Interaction Handling Attempt Report, and Interaction Flow Report. (GCXI-5071)
- The ANI Details Dashboard (Top Callers tab) now correctly lists the 50 callers with the largest number of interactions. Previously, the sort order was inverted, and the callers with the smallest number of interactions were listed. (GCXI-5075)

Known Issues

- In Genesys Multicloud CX environments where Genesys CX Insights GCXI 9.0.0.19.01 is used with GWS authentication, the MicroStrategy Web Administration tool (mstrServerAdmin) fails to load (because the Anti-CSRF token blocks the page), producing an error similar to the following: Due to security restrictions, we cannot proceed with this request. However, in Genesys Multicloud CX environments where Genesys CX Insights GCXI 100.0.020.0000 is used with GWS authentication, if you make any changes in users or groups properties, the MicroStrategy Web Administration tool (mstrServerAdmin) now returns to the starting page with **User Manager** and **Security Role Manager** icons. (GCXI-5040)

Genesys CX Insights: April 30, 2021



-  9.0.019.01 available June 30, 2021
- Helm charts and containers

What's New

- Support for Vitarra Charts 4.7.0.818 (GCXI-4876)
- Support for MicroStrategy 2021 Update 1 (11.3.0100.18093) (GCXI-4874)
- Updates are provided for all included CentOS packages.

For private edition

- Starting with this release, Genesys CX Insights is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GCXI-4823)

More info:

Genesys CX Insights: April 01, 2021



What's New

- Starting with this release, Genesys CX Insights is available in Genesys Engage cloud on Azure. (GCXI-3963)
- A new dashboard, Milestone Path Analysis Dashboard, provides detailed information and visualizations illustrating the first and last milestones customers traversed in Designer applications, and the number of sessions that ended in each final disposition. (GCXI-4285)
- A new dashboard, ANI Details Dashboard, provides detailed information about the outcomes of customer interactions, based on Automatic Number Identification (ANI), enabling you to identify frequent callers and the result of their interactions. (GCXI-4306)

More info:

- New dashboards in the Dashboards folder provide weekly views of contact center activity:
 - Explore interaction handling at the group level on a weekly basis.
 - Understand how agents used their time over the course of a week.
 - Explore interaction business-result categorization on a weekly basis.
 - Assess the weekly performance of configured queues.
 - Explore the volume of interactions that are (or are not) contained in Self-Service.

(GCXI-4742)

More info:

- Two new reports in the **CX Insights for iWD** folder provide detailed reporting on inbound and outbound email activity for users of Genesys **Engage cloud Email**:
 - Analyze the volume of iWD email tasks that are added, completed, or in process during a specified time period.
 - Perform detailed analysis of outbound email usage patterns.

(GCXI-4849)

More info:

- Several attributes and prompts in the iWD Project are renamed for greater clarity. Attributes and prompts that were previously referred to as *Resource ID* and *Last Resource ID* are now referred to as *Employee ID* and *Last Employee ID*, respectively, in the following reports:
 -
 -
 -
 -

(GCXI-4757)

More info:

- Updates are provided for all included CentOS packages.
- Base Image Upgrade — Genesys CX Insights containers are now UBI8. (GCXI-4947)
- Genesys CX Insights now enables you to securely transmit reports (and dashboards) to an SFTP destination that you configure. (GCXI-3449)

Resolved Issues

- Descriptions now appear for the GCXI_GIM_DB and gcxi_meta_info Database Instances in MicroStrategy Developer. Previously in some releases, the descriptions were missing. (GCXI-4746)
- Genesys CX Insights now correctly applies database properties from JDBC_OPTS variables defined within DSN definitions. Previously in some scenarios, such values were not applied, preventing the configuration of TLS database connections. (GCXI-4718)
- Designer Interaction Outcome Statistics datasets in the **Dashboards > Datasets** folder are now hidden, unless optional features are enabled. (GCXI-4529)
- The ANI Details Dashboard > `UNIQ--nowiki-00000054-QINU`""`Top Callers`""`UNIQ--nowiki-00000055-QINU`""`` tab now correctly lists the 50 callers with the largest number of interactions. Previously, the sort order was inverted, and the callers with the smallest number of interactions were listed. (GCXI-5075)

Known Issues

- Genesys CX Insights ignores user selections in the **Interaction ID** report prompt in the following reports: Transfer Detail Report, Interaction Flow Report, Predictive Routing Detail Report, and Co-browse Detail Report. As a result, in the Interaction Handling Attempt Report, links in the Interaction ID column do not work, and the Interaction Flow Report fails to generate. (GCXI-4791)

Prior Releases

For information about prior releases of Genesys CX Insights (GCXI), see: [Genesys CX Insights](#).