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Genesys Multicloud CX Release Notes

Genesys Customer Experience Insights Release Notes

7/27/2024

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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:







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RSS:

- For cloud
- For private edition

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	Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure					
Genesys CX Insights	July 5, 2024				Updates to MicroStrategy, VitaraCharts, and Node.js versions.	100.0.036.0000
Genesys CX Insights	February 16, 2024				Updates to MicroStrategy, VitaraCharts, and Node.js versions.	100.0.035.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
Genesys CX Insights	November 22, 2023				<p>New MicroStrategy version.</p> <p>Updated VitaraCharts version.</p> <p>New Node.js version.</p> <p>Resolved issues.</p>	100.0.034.0001
Genesys CX Insights	June 23, 2023				<p>New helm chart parameters.</p> <p>New MicroStrategy version.</p> <p>Updated VitaraCharts version.</p> <p>Resolved issues.</p>	100.0.033.0000
Genesys CX Insights	March 15, 2023				<p>Local Resource Loading enable for Microstrategy Export Engine.</p> <p>A new parameter, TOMCAT_XSSPROTECTIONENABLED, is added.</p>	100.0.032.0000
Genesys CX Insights	January 19, 2023				<p>New MicroStrategy version and resolved issues.</p>	100.0.031.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
Genesys CX Insights	January 13, 2023				New helm chart parameters. New MicroStrategy version and support for MicroStrategy Oracle driver. Updated VitaraCharts version.	100.0.030.0000
Genesys CX Insights	October 7, 2022				Added a new Engage metric.	100.0.029.0000
Genesys CX Insights	April 13, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Transfer reporting enhancements.	100.0.028.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
Genesys CX Insights	February 2, 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
Genesys CX Insights	October 4, 2021				Billing Data reports	100.0.023.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					(AWS only)	
Genesys CX Insights	September 22, 2021				Log redirection to stdout	100.0.022.0000
Genesys CX Insights	August 6, 2021				Support for arbitrary UUIDs in private edition deployments on OpenShift. Performance enhancements. Support for MicroStrategy 2021 Update 2.	100.0.021.0000
Genesys CX Insights	July 1, 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 1, 2021				Support for Genesys Engage	9.0.019.00

Service	Available	Genesys CX on		Private edition	Highlights	Release
					cloud on Azure	

Genesys CX Insights: July 05, 2024



- 100.0.036.0000 available July 13, 2024
- Helm charts and containers
- Helm charts and containers

What's New

- Node.js version is upgraded to 18.20.3. (GCXI-7398)
- Postgres client tools is upgraded to version 16. (GCXI-7394)
- PostgreSQL JDBC driver is upgraded to 42.7.3. (GCXI-7350)
- Vitara Charts component updated to version 5.2.5.126. See the VitaraCharts <https://docs.vitaracharts.com/changeLog/revisionHistory.html> change log for more information about the new version. (GCXI-7335)
- MicroStrategy version is upgraded to 11.4.0300.0140 (MicroStrategy March 2024). (GCXI-7311)
- Tomcat is upgraded to 9.0.90.

Resolved Issues

- GCXI Query Engine is updated to include a performance fix for sub-selects returning result sets exceeding 1000 rows. Earlier, some reports stopped responding for a long time during execution. (GCXI-7387)
- The GCXI image is moved to OpenJDK 17 from OpenJDK11. (GCXI-7336)
- GCXI Query Engine logs now include the full path and name of processed reports for better tracing of SQL queries. (GCXI-7229)

Genesys CX Insights: February 16, 2024



- 100.0.035.0000 available July 27, 2024
- Helm charts and containers
- Helm charts and containers


What's New

- MicroStrategy version is upgraded to 11.3.1260. (GCXI-7165)
- Vitara Charts component updated to version 5.2.5.107. See the VitaraCharts <https://docs.vitaracharts.com/changeLog/revisionHistory.html>><https://docs.vitaracharts.com/changeLog/revisionHistory.html>>change log for more information about the new version. (GCXI-7206)
- Node.js version is upgraded to 18.19.0. (GCXI-7160)

Resolved Issues

- A new time zone variable is added to set the operational time zone for MSTR Intelligence Server. (GCXI-7171)
- Multiple improvements and bugfixes in SSO auth module. (GCXI-7164, GCXI-7134)
- Multiple improvements and bugfixes in MicroStrategy objects processing. (GCXI-7135, GCXI-7215)

Genesys CX Insights: November 22, 2023

-  100.0.034.0001 available November 22, 2023
- Helm charts and containers
- Helm charts and containers

What's New


- The VitaraCharts component is updated to version 5.2.4.090. See the VitaraCharts <https://docs.vitaracharts.com/changeLog/revisionHistory.html>><https://docs.vitaracharts.com/changeLog/revisionHistory.html>>change log for more information about the new version. (GCXI-7049)
- MicroStrategy version is upgraded to https://www2.microstrategy.com/producthelp/Current/Readme/en-us/Content/whats_new.htm#update11_september2023>https://www2.microstrategy.com/producthelp/Current/Readme/en-us/Content/whats_new.htm#update11_september2023>11.3.11. (GCXI-7036)
- Two new metrics have been included to the GCXI metrics endpoint. The new metrics are more convenient to be employed in PromQL formulas. Both the metrics are based on the `gcxi__projects__status` metric, and can have a value of either `0` or `1`. The metrics are mutually exclusive, when one metric = `0`, the other metric = `1`, and vice versa.
 - `gcxi__projects__status_fail` (values: `1`, when `gcxi__projects__status` `!= 0` (that is, GCXI is not healthy), else `0`).
 - `gcxi__projects__status_ok` (values: `1`, when `gcxi__projects__status` `== 0` (that is, GCXI is OK), else `0`). (GCXI-6944)
- Node.js version is upgraded to 18.18.2. (GCXI-7111)
- A timeout is now added to the GCXI built-in health check. The timeout is governed by the **CURL_MAX_TIME_SEC** variable and its default value is `120` seconds. (GCXI-7089)

Resolved Issues

- The `gcxi_gauth_redirect` metric was counted incorrectly (excessive increments) and is now fixed. (GCXI-6921)

- The name of the rapped signal has been added to the `graceful_exit()` function output in the container log. Now, it shows the exact exit signal that was sent to the container. (GCXI-6910)
- At times, the value for the `_gcxi_cluster_info_metric` was counted incorrectly (this value represents the current number of nodes in the MSTR cluster). The incorrect node count calculation is now fixed. (GCXI-6904)
- Multiple improvements and bug fixes have been implemented in the SSO auth module. (GCXI-6924, GCXI-7011)
- Multiple improvements and bug fixes have been implemented in relation to the processing of MicroStrategy objects. (GCXI-6854, GCXI-6915, GCXI-6917, GCXI-6927, GCXI-6928, GCXI-6929, GCXI-6930, GCXI-6931, GCXI-6932, GCXI-6933, GCXI-6935, GCXI-6937, GCXI-6940, GCXI-6942, GCXI-6943, GCXI-6982, GCXI-7037)

Genesys CX Insights: June 23, 2023

-  100.0.033.0000 available June 23, 2023
- Helm charts and containers
- Helm charts and containers

What's New

- The Vitaracharts component is updated to version 5.1.3.032. See the Vitaracharts <https://docs.vitaracharts.com/changeLog/revisionHistory.html> change log for more information on the new version. (GCXI-6826)
- A new container environment variable, **METRICS_NO_TS**, is introduced. Its default value is an empty string. In some environments, a problem with the GCXI TCP metrics endpoint may occur. Normally, GCXI supplies metrics in the Prometheus format with timestamps. But at times, Prometheus may fail to process them correctly, resulting in gaps in the GCXI metrics time series. If you observe such behavior, run the GCXI container with **METRICS_NO_TS** set to `true`. This will enable the GCXI container to provide metrics without timestamps. In this case, Prometheus is supposed to handle the timestamps on its own. (GCXI-6808)
- MicroStrategy version is upgraded to https://www2.microstrategy.com/producthelp/Current/Readme/en-us/Content/whats_new.htm#update10_june2023 > https://www2.microstrategy.com/producthelp/Current/Readme/en-us/Content/whats_new.htm#update10_june2023 > 11.3.1060.00468. (GCXI-6694)
- PostgreSQL client tools have been upgraded to version 13 in the GCXI images. Now, GCXI supports meta databases in both PostgreSQL versions, 12 and 13. (GCXI-6678)

Resolved Issues

- A minor issue that resulted in the **gcxi_events** table in the meta database not being updated after an upgrade is addressed. (GCXI-6822)
- When reading the formatting properties of dashboards, the GCXI generator raised errors if values of those properties did not correspond to their types. These errors are now flagged as warnings, as these discrepancies are not fatal. (GCXI-6821)
- The GCXI updater does NOT patch DB Instances with embedded DB Connections, and it never has.

A more sophisticated shortcut processing is introduced to help to avoid errors.

- GCXI offers faster creation and updating of FFSQL reports.
- If the updater creates a shortcut with a name that is different from its target object's name, and if the destination folder already contains a shortcut with the same name, and if the target object of the existing shortcut is not the target object of the new one, then the existing shortcut is renamed so that its name is the same as its target object's name.

- If the renaming does not occur, an error message is displayed. (GCXI-6814)
- One of the Microstrategy JAR files, **foundry-sql-jdbc-driver.jar**, is now replaced with its patched copy. The updated file has the **Multi-Release** option set to **true** in its **META-INF/MANIFEST.MF** entry. Without this change the GCXI JDBC driver produces no log4j logs because the Microstrategy JVM fails to properly initialize log4j. (GCXI-6790)
- When applying access restriction, the GCXI JDBC driver failed to work with metabases where MicroStrategy tables were in a non-default schema. This issue is now fixed. The ODBC system data source has an `InitializationString` property that is set to a statement that the ODBC driver runs immediately after the connection is established. Now the GCXI JDBC driver, when connecting to that DB, reads the `InitializationString` property and, if the property is set, runs the corresponding statement as well. (GCXI-6786)
- The number of exported metrics on the **/gcxi/monitor/metrics** metrics endpoint is now decreased. Some metrics were unneeded or excessive, thereby cluttering the output and increasing metrics processing costs. (GCXI-6776)
- The update frequency for GCXI service metrics, produced by the **/gcxi/monitor/metrics** endpoint, is increased to 3 minutes from 6 minutes. (GCXI-6775)
- GCXI uses Netcat (NC) to run the TCP metrics endpoint inside the container. A new container variable, **NC_RUN_SERVER**, is introduced to control this behaviour. If you do not want NC to run in the background, set **NC_RUN_SERVER** to **false**. However, note that this will also disable the TCP metrics endpoint. (GCXI-6746)
- The default value for the JDBC statement timeout option for PostgreSQL was set too low in v032. This is now increased from *180000 (3 min)* to *1800000 (30 min)* in v033.

If you want to set a custom timeout, use the `JDBC_OPTS` clause of the `DSNDEF*` variables. The syntax is as follows:

```
DSNDEF1=DSN_NAME=GCXI_GIM_DB;DRV_TYPE=JDBC;JDBC_OPTS=options=-
cstatement_timeout=1740000;GCXI_QENGINE=ON...
```

Note: You can also set multiple JDBC parameters thru the `JDBC_OPTS` clause of the `DSNDEF*` variables. Individual parameters must be separated by a pipe, while options inside the option field must be separated by the url-encoded space, **%20**. For example:


```
DSNDEF1=DSN_NAME=GCXI_GIM_DB;DRV_TYPE=JDBC;JDBC_OPTS=sslmode=require|options=-
cstatement_timeout=1740000%20-csearch_path=custom;GCXI_QENGINE=ON...

sslmode=false
options=
  -cstatement_timeout=1740000
  -csearch_path=custom
```

For more information, refer to the <https://jdbc.postgresql.org/documentation/use/#connection-parameters>><https://jdbc.postgresql.org/documentation/use/#connection-parameters>> PostgreSQL documentation for JDBC parameter reference. (GCXI-6744)

- The Kubernetes descriptor example for the ingress-nginx daemonset is updated to v1.7.0. You can verify the k8s descriptors in the **nginx-daemon.yaml** file. (GCXI-6695)

Genesys CX Insights: March 15, 2023

-  100.0.032.0000 available March 16, 2023
- Helm charts and containers
- Helm charts and containers

What's New

- A new parameter, `TOMCAT_XSSPROTECTIONENABLED`, is added to the GCXI container and helm chart. It specifies the value of the `xssProtectionEnabled` parameter to be set in Tomcat HTTP Header Security Filter. The default value is **true**, but given the

current OWASP recommendations users might want to disable it. For more information, see the https://tomcat.apache.org/tomcat-9.0-doc/config/filter.html#HTTP_Header_Security_Filter>https://tomcat.apache.org/tomcat-9.0-doc/config/filter.html#HTTP_Header_Security_Filter>Tomcat Filter documentation. (GCXI-6572)


- Local Resource Loading is now enabled for the Microstrategy Export Engine to improve performance. For more information, see the https://www2.microstrategy.com/producthelp/Current/InstallConfig/en-us/Content/export_engine_local_resource_loading.htm>https://www2.microstrategy.com/producthelp/Current/InstallConfig/en-us/Content/export_engine_local_resource_loading.htm>Microstrategy documentation. (GCXI-6299)

Resolved Issues

- The description of the **Public Objects\Reports\CX Insights\Billing Data** folder is now changed to *Use the reports in this folder to learn details about billable items generated by Billing Data Server.* (GCXI-6636)
- The formula of the **Survey Answer** form of the **GCXI\Designer\Survey\Survey Answer** attribute is changed from `IF([SURVEY_ANSWER_INT] (0)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])` to `IF([SURVEY_ANSWER_INT] (0 - 1)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])`. (GCXI-6631)
- This release addresses an issue introduced in version 100.0.031.0000, where iWD components which must appear and disappear depending on their versions, were all absent regardless of their versions. (GCXI-6606)
- When the Postgres set `statement_timeout` parameter is assigned to the **Pre/Post Statements > Report Pre Statement 1 VLDB** property of the DB instance, Microstrategy, when showing the report prompts page, creates a separate DB session for every prompt to populate its elements list, thereby affecting performance. Dropping the **VLDB** property and setting the statement timeout via Postgres JDBC URL is a better approach. In this case, the URL will contain the text `-cstatement_timeout=180000`. The change will take effect after the first installation/update of GCXI 100.0.032.0000. We recommend always having a statement timeout set for Postgres to avoid the possibility of overloading the DB. (GCXI-6597)
- The **Details\ANI Details Report** does not throw an arithmetic overflow error now. Previous, the report threw an arithmetic overflow error in some instances. (GCXI-6451)
- The default value for the **GCXI\Time\Pre-set Date Filter** prompt is set to **Today**. (GCXI-6278)

Genesys CX Insights: January 19, 2023



-  100.0.031.0000 available January 30, 2023
- Helm charts and containers
- Helm charts and containers

What's New

- MicroStrategy version is upgraded to https://www2.microstrategy.com/producthelp/2021/Readme/en-us/Content/whats_new.htm##update8_january2023>https://www2.microstrategy.com/producthelp/2021/Readme/en-us/Content/whats_new.htm##update8_january2023>11.3.0860.01123. Also, due to multiple security issues being fixed in this version of MicroStrategy, CVE security scan results are expected to improve significantly. (GCXI-6524)
- Default values for report execution timeouts are increased from **1200** to **1800** seconds. These are implemented by adding container variables with the following default values:

`MSTR_PRJ_MAXREPORTEXTIME=1800`

`MSTR_PRJ_MAXSCHEDULEREPOREXTIME=1800`

`MSTR_PRJ_WAITTIMEFORPROMPTANSWERS=1800`

Use the above variables to modify the timeouts. On modifying the values through MicroStrategy Developer, the GCXI container

overwrites the old values on restart. (GCXI-6563)

Resolved Issues

- Previously, some schedules created manually with Microstrategy Developer were not visible in Web without a restart. This is now fixed. (GCXI-6546)
- GCXI Query Engine is optimized for improved performance. (GCXI-6569)

Genesys CX Insights: January 13, 2023


What's New

- The GCXI Helm chart now supports setting an explicit **nodeName** value. This parameter can be used as an alternative to **nodeSelector**. See the <https://kubernetes.io/docs/concepts/scheduling-eviction/assign-pod-node/#nodename> > <https://kubernetes.io/docs/concepts/scheduling-eviction/assign-pod-node/#nodename> > Assigning Pods to Nodes Kubernetes documentation topic for more information on the new parameter. (GCXI-6537)
- GCXI is now based on MicroStrategy version https://www2.microstrategy.com/producthelp/Current/Readme/en-us/Content/whats_new.htm#update7_november2022 > https://www2.microstrategy.com/producthelp/Current/Readme/en-us/Content/whats_new.htm#update7_november2022 > 11.3.0760.00770. (GCXI-6519)
- The VitaraCharts component is updated to version 5.1.0.004. See the VitaraCharts <https://docs.vitaracharts.com/changeLog/revisonHistory.html> > <https://docs.vitaracharts.com/changeLog/revisonHistory.html> > change log for more information on the new version. (GCXI-6514)
- A new parameter, **MSTR_START_TIMEOUT_SEC**, is added to the GCXI helm chart. It specifies the timeout duration for the MicroStrategy server to start or stop. The default value is 60s, but on a slow or resource-constrained environment the value can be increased as needed. (GCXI-6456)
- Processing is now improved for various Oracle connection options and support is included for the MicroStrategy Oracle driver. (For example, the JDBC URL variable is set as: `JDBC_URL=jdbc:microstrategy:oracle://gi2-qadb:1521`). (GCXI-6047)

Resolved Issues

- The GCXI image no longer includes the MicroStrategy Mobile module. (GCXI-6485)

Genesys CX Insights: October 07, 2022

-  100.0.029.0000 available December 08, 2022
- Helm charts and containers
- Helm charts and containers

What's New

- A new Engage metric in the Agent > Activity and Agent > Activity > Queue folders enables reporting on agent engagement with

customers. (GCXI-6113)
More info:

Resolved Issues


- When upgrading Genesys CX Insights, localization of custom reports now completes successfully. Previously when upgrading to release 100.0.028.0000, if a report name contained an apostrophe (') the localization attempt failed. (GCXI-6267)

For private edition

- A new MSWrkstn installation package is included with Genesys CX Insights, containing MicroStrategy Workstation software for Windows. This package is for advanced users, and provides tools to customize Genesys CX Insights. (GCXI-6050)
- A new setting, MSTR_ENV_SIZE, in the **values.yaml** file enables you to configure the MicroStrategy environment according to the size of your contact center. Change this value to **large** or **small** only if your environment requires it. The default value, **prem**, uses the same values as in previous GCXI releases. (GCXI-6415)

More info:

Genesys CX Insights: April 13, 2022

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

For private edition

- As of July 13, 2022, Genesys CX Insights is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Genesys CX Insights supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3603)
More info:

Genesys CX Insights: February 02, 2022

-  100.0.026.0001 available February 02, 2022
- Helm charts and containers
- 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
- 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
- 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>">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)
- 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
- 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
- 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 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)


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- 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
- 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
- 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)
More info:
- 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:
 -
 -
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 - (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)

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- 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

- 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.