Genesys Multicloud CX Release Notes

Helm charts and containers for Genesys Customer Experience Insights

5/11/2026

Find lists of which containers were updated for each service release, and when.

Related documentation:
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RSS:

- For cloud
- For private edition

Find out what has changed between releases

Because the structure for Genesys Multicloud CX helm charts and containers are consistent and standardized, you can use established third-party software to quickly generate a visual diff that provides a detailed report of changes made between each release. See this explanation on how you can use an example tool to generate a full report of changes:

- Generating a Visual Diff for Helm Charts and Containers

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Genesys CX Insights	100.0.036.0000	2024-07-13		
Genesys CX Insights	100.0.034.0001	2023-11-22		
Genesys CX Insights	100.0.033.0000	2023-06-23	• gcxi-100.0.033+0000.tgz	• gcxi:100.0.033.0000 • gcxi_control:100.0.033.0000
Genesys CX Insights	100.0.032.0000	2023-03-16	• gcxi-100.0.032+0000.tgz	• gcxi:100.0.032.0000 • gcxi_control:100.0.032.0000
Genesys CX Insights	100.0.031.0000	2023-01-30	• gcxi-100.0.031+0000.tgz	• gcxi:100.0.031.0000

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
				• gcxi_control:100.0.031.0000
Genesys CX Insights	100.0.029.0000	2022-12-08	• gcxi-100.0.029+0000.tgz	• gcxi:100.0.029.0000 • gcxi_control:100.0.029.0000
Genesys CX Insights	100.0.028.0000	2022-05-09	• gcxi-100.0.028+0000.tgz	• gcxi:100.0.028.0000 • gcxi_control:100.0.028.0000
Genesys CX Insights	100.0.026.0001	2022-02-02	• gcxi-100.0.026+0001.tgz	• gcxi:100.0.026.0001 • gcxi_control:100.0.026.0001
Genesys CX Insights	100.0.025.0001	2021-12-20	• gcxi-100.0.025+0001.tgz	• gcxi:100.0.025.0001 • gcxi_control:100.0.025.0001
Genesys CX Insights	100.0.024.0000	2021-11-25	• gcxi-100.0.024+0000.tgz	• gcxi:100.0.024.0000 • gcxi_control:100.0.024.0000
Genesys CX Insights	100.0.022.0000	2021-09-22	• gcxi-100.0.022+0000.tgz	• gcxi:100.0.022.0000 • gcxi_control:100.0.022.0000
Genesys CX Insights	100.0.021.0000	2021-08-12	• gcxi-100.0.021+0000.tgz	• gcxi:100.0.021.0000 • gcxi_control:100.0.021.0000
Genesys CX Insights	100.0.020.0000	2021-07-16	• gcxi-100.0.020+0000.tgz	• gcxi:100.0.020.0000 • gcxi_control:100.0.020.0000
Genesys CX Insights	9.0.019.01	2021-06-30	• gcxi-9.0.019+01.tgz	• gcxi:9.0.019.01