

v9.0 Genesys™ Customer Experience Insights (GCXI) for Genesys™ Engage on-premises

**Product Technical Advisory
May 15th, 2021**

GCXI Product Advisory

Last Updated: April 20th, 2021

Overview

This is a product technical alert for all Genesys™ CX Insights (**GCXI**) customers. As of **May 15th, 2021**, Genesys is announcing the End of Support of GCXI version **9.0.009 and below** immediately.

Genesys recommends current GCXI customers to update to the latest release, version **9.0.019.00**.

Updates are available via Software Download Center from **My Support** portal.

Affected Platform	Genesys™ Engage on-premises
Affected GCXI versions	v9.0.009 and below
End of Genesys Support Date	May 15th, 2021

Details

Genesys™ CX Insights (**GCXI**) provides reports and dashboards that summarize contact center activity. Reports display contact center activity using easy-to-read grids, while dashboards summarize a wider range of information using a variety of visual devices.

GCXI is developed on top of **MicroStrategy** platform. MicroStrategy provides feature updates every **3 months** and will be supported for **3 years** after each release. **MicroStrategy** has retired its version **10.x** & **11.0x*** in 2019. The version **2019x** version is expected to retire by end of December 2021.

As Genesys follows MicroStrategy product release cycle, we are announcing the End of Support of GCXI version **9.0.009 and below** immediately. To learn more about GCXI releases, please visit [GCXI Documentation Site](#) and select **9.x Product Alert**.

Entitlement

Active customers with **v9.0 - Genesys Customer Experience Insights** are entitled to update to the latest release of the **GCXI** for free.

Frequently Asked Questions

What is changing?

- **Answer:** Beginning on **May 31st, 2021**, Genesys will end of support **GCXI** versions **9.0.009 and below**.
- Genesys recommends current GCXI customers to update to the latest release, **version 9.0.019.00**.

What platform will be a part of this change?

Answer: Genesys Engage on-premises (including subscription)

Cloud-based solution, including Genesys™ Engage Cloud **will not** be affected as GCXI is already running on a supported release.

How do we find the information about the GCXI and its MicroStrategy component?

- **Answer:** To learn more about GCXI releases, please visit [GCXI Documentation Site](#)
- For MicroStrategy, please refer to its [Support Cycle](#) page

Definitions

End of Support (EOS) Date

From this date, all Genesys Maintenance and Support obligations will cease.