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Genesys Multicloud CX User Guide

[Genesys Multicloud CX data retention policy](#)

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Explains the Genesys Multicloud CX data retention policy.

Definitions

- Data – Information that is stored in any form including on paper (typically referred to as hardcopy), or digital (often referred to as soft-copy or as electronically stored information). The term “data” includes, but is not limited to, databases, word documents, spreadsheets, PowerPoint presentations, electronic reporting systems, audio tapes, electronic tapes, backup tapes, optical discs, CD-ROMs, DVDs, email, voicemail, photographs, drawings, designs, or sketches.
- Genesys Multicloud CX Platform Data – Data that is stored, utilized, processed or transmitted through, in, or by the Genesys Multicloud CX Platform.
- Retention – The maintenance of data in a useable or recoverable format.
- Retention Period - The amount of time that data must be saved in a form that can be retrieved.
- Legal Hold – A process to preserve all forms of relevant information when litigation is reasonably anticipated. During the period of Legal Hold, normal document retention and destruction policies are suspended until the Legal Hold is lifted. Legal Hold notices are issued by Genesys Legal Department.
- Multicloud CX Innovation Edition - Provides customers with a non-production environment which is totally separate from their own production environment. This environment has all Genesys MCCX products, enabling them to easily innovate without touching production services.
- Multicloud CX Preview Edition - Provides a preview functionality which allows for software to be evaluated before it's deployed in production. This process enables customers to identify software issues for integration problems and/or bugs.

Policy  

- Clarification of Retention Period: if the default Retention Period for a certain type of Data is two (2) months, then Data created on March 20th will be retained until the end of May 20th after which point those records will be destroyed or overwritten.
- All customer Genesys Multicloud CX Platform Data will be purged upon contract termination with a 30-day grace period, whether or not the Data has reached its maximum retention period.
- All Data Retention Periods are subject to suspension if a Legal Hold notice is issued.
- If any part of the Data is subject to regulatory guidelines regarding its retention, then the regulatory- or legally-mandated data retention period shall apply.
- The following tables list the default and maximum Retention Periods by Solution Category. Unless otherwise specified by contractual agreement, Genesys will apply the specified default Retention Period to all Solution categories.

Data retention period by solution category



Customer Engagement

			Default retention	Innovation/Preview retention	Max retention	Data usage	Options past retention period
Inbound	IVR	Call flow data	90 days	90 days	36 months	Real-time analysis & troubleshooting	Download available - GIM BI
	Voice routing and traffic	UCS contact profile	End of contract	90 days	End of contract	Customer contact data	N/A
	Post voice call survey	Response data	90 days	90 days	36 months	CX analysis	Download available - GIM BI
	Private and group voicemail	Message media	End of contract	90 days	End of contract	User-managed messaging	N/A
Digital	Email/chat	UCS interaction history (transcripts and so on)	90 days*	90 days	90 days*	Best practices	
Outbound	Voice	Campaign (calling) list	72 hours	72 hours	72 hours	List refresh	Download available
		Call results (detail records)	16 months	90 days	16 months	Success rate	Download available
Self-service	Enterprise IVR	Call flow data	90 days	90 days	36 months	Real-time analysis & troubleshooting	Download available - GIM BI

*Per interaction. All chained interactions (that is, email responses) are kept until 90 days past the last interaction.

Employee Engagement

			Default retention	Innovation/Preview retention	Max retention	Data usage	Options past retention period
WFO	GIR	Voice recordings	13 months*	90 days	End of contract*	Compliance & legal purposes	Download available

			Default retention	Innovation/Preview retention	Max retention	Data usage	Options past retention period
QM	Screen recordings	Screen recordings	13 months*	90 days	End of contract*	Training and compliance	Download available
		QM evaluations	13 months	90 days	End of contract	Training	Download not available
	QM reports	QM reports	90 days	90 days	36 months	Required for QM/training purposes	Store up to 3 years
	WFM	Forecasting, scheduling, reporting, configuration, calendar	36 months	90 days	60 months	Workforce trends	Store up to 5 years
OmniChannel Desktop	Workspace	UCS interaction history (transcripts and so on)	90 days**	90 days	90 days**	Best practices	
		UCS contact profile	End of contract	90 days	End of Contract	Customer contact profile	N/A

*Storage charges apply from Day 1 of storage.

**Per interaction. All chained interactions (that is, email responses) are kept until 90 days past the last interaction.

Business Optimization

			Default retention	Innovation/Preview retention	Max retention	Data usage	Options past retention period
Analytics	Historical Reporting	GIM data (includes Designer Call Flow data)	13 months	90 days	36 months	Trending and performance analysis	Download available - GIM BI
Platform	Designer	Analytics (Elastic Search)	90 days	90 days	36 months	Short-term analysis & call flow tuning	Download available - GIM BI