GENESYS™

User's Guide

Set Conversation Expiration

12/16/2025

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Context Services includes granular expiration capabilities for conversations. You can configure expiration dates by type of conversation identified in the `service_type` attribute of a service instance, instead of instancing purge scenarios.

The conversation data remains valid from the date where you start or update the associated service, till its expiration date. At expiration, the conversation data (all its service, states, and tasks) is removed from the database.

> **Important**
>
> By default, expiration date is set to 5 years (5y). Starting 8.5.105, you can also update the expiration time with a POST API query.

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More about the Expiration Option

You can configure the expiration date in the Context Service application or in the Business Attributes mapped with services (see below). The `expiration` attribute must match the following formatting:

`expiration = <integer><letter>`

where:

- `<integer>` specifies the time period
- `<letter>` is one of the following period type:
    - `s`: seconds
    - `m`: minutes
    - `h`: hours
    - `d`: days
    - `w`: weeks (7 days)
    - `M`: months (30 days)
    - `y`: years (365 days)

For example, setting `expiration=2w` means that data inserted or updated using the Context Services API will last 2 weeks.

Important

If you set or change the expiration option, it applies only to further created conversations. The option is not retroactive and does not apply to conversations created or updated prior to the configuration change.

Configuring Default Expiration Time
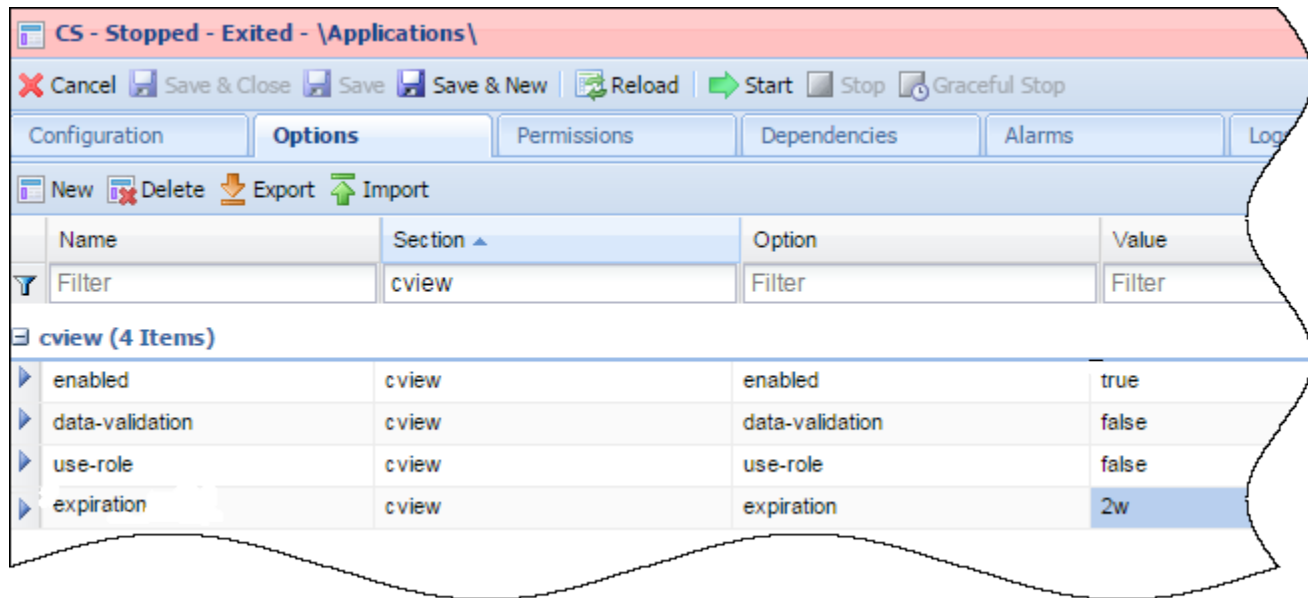
In Genesys Administrator, open your application and in the **Options** tab, edit the `cview/exp` attribute.

Set its property to the appropriate value.

Click **Save** to apply the change to new conversations.

Configuring Expiration for a Specific Conversation Type

You can configure an expiration time for Business Attributes mapped with Service.type in Context Services

To overwrite the default expiration for a given service type, you must first set up Business At mapping for `Service.type` resources. See there for details. Then, you can edit the Business mapped with your service type and add the `setting/expiration` option to its configuration.

In our example, Service types are mapped with `ContextManagementService` Business Attribu values:
`business-attributes/Service.type=ContextManagementService`

To set a specific expiration time of your Business Attribute value, edit its configuration and add `settings/expiration=<integer><letter>` to the **Options** tab.

> ### Important
> The expiration time set in Business Attribute values is taken into account after restarting Context Services or making configuration changes in Context Services.