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eServices Administrator's Guide

Managing Event Logger Data

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For the `rpt_interaction`, `rpt_agent`, and `rpt_esp` tables, Genesys supplies a set of scripts that deletes events as soon as processing of the interaction stops, the agent logs out, or the external service responds, respectively. For custom reporting events that are stored in the `rpt_custom` table, the event-driven trigger `trg_del_cust_delay` purges them from the `rpt_custom` table, with a configurable delay (the default is 10 minutes).

If you want to preserve this data, you can disable the triggers `trg_delete_stopped`, `trg_delete_resp`, `trg_del_cust_delay`, and `trg_delete_logout` after you run the setup script. For Oracle, additionally, disable the triggers `trg_mark_cust_logged`, `trg_mark_responded`, `trg_mark_ended_session` and `trg_mark_stopped_ixn`.

You can reenble the triggers any time and resume removing records from the database automatically.

Of course event messages increase rapidly in number as interactions are processed, so you will want to take measures to periodically delete data from the database or move it elsewhere.

Also note that after creating or removing custom fields in a database, some triggers become invalid. If this happens, you must recompile them to be sure they work properly.