Genesys Info Mart Business Continuity Deployment Guide

Potential Data Loss

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Disaster Recovery scenarios may result in loss of some reporting data, for two main reasons:

- In the event of a site failure, any active calls at the failed site are terminated at the moment of failure.
- A site failure can occur while extraction, transformation, or replication of the data for recently completed calls is still in progress.

As discussed further in Info Mart Database Replication, certain tables, which are mostly internal, are not replicated to the standby database. Excluding these tables from replication optimizes network bandwidth utilization between the sites and replication performance during day-to-day operations; however, this setup implies that a subset of the Info Mart tables do not have identical data between the two sites. Because the subset of tables that are excluded from replication do not contain the data used in reports, unavailability of data from these tables does not constitute data loss.

For information about potential data loss that network connectivity issues may cause during normal two-site operation, see Note on Connectivity Loss.

Active Calls

A site failure results in termination of any calls that are active at the failed site at the moment of failure. The reporting data about these calls will not be available. Similarly, data about any agent states that are active at the time of a site failure will be lost.

Data In Processing

When a site failure occurs, reporting data for some of the recent contact-center activities may not be complete because extraction, transformation, or replication is likely to be interrupted by the failure.

Extraction of data for any given time period is a one-time operation: Genesys Info Mart does not re-extract data for a time period that has already been extracted. After a site failure, the newly active Genesys Info Mart will not re-extract the data that the failed Genesys Info Mart had previously extracted. This design, which is intended to improve performance, brings a risk of reporting data being lost during Disaster Recovery.

In essence, any data that has not been delivered to the standby Info Mart database by the time of the disaster event may be lost.

- In the case that some data has not been extracted yet, and an HA Interaction Database (IDB) was set up at Site 2, any data that has not been extracted previously will be extracted after Genesys Info Mart at Site 2 is brought into service. When no HA IDB is available at Site 2, all Site 1 data that was not extracted will be lost.
- In the case that IDB data was extracted, the data might or might not have been transformed, or if the data was transformed, it might or might not yet have been replicated to the standby database. All extracted data that has not been transformed will be lost. Similarly, all extracted data that was transformed but, because of some delays, has not been delivered to the standby database by the time the disaster occurred, will be lost.

The time that it takes to replicate the processed data to the standby database also plays a role in data availability. Under certain circumstances, delay in data replication may result in the standby Info Mart database having an earlier high-water mark than the active database has for extracted data. In this case, Genesys Info Mart that is brought into service at Site 2 can potentially extract from the redundant IDB at Site 2 a subset of data that was previously extracted from the Site 1 IDB.