Genesys Info Mart Business Continuity Deployment Guide

Change History

12/17/2025

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Contents

This topic lists all high-level changes between the 8.1.3 and 8.1.4 versions of this document.

In Genesys Info Mart release 8.1.4, information has been added about the "active-active" architecture of parallel Genesys Info Mart instances for purposes of Business Continuity. To distinguish between the new and the previously described architectures, the architecture with database replication is now being referred to as "active-standby."

Updated Pages

The following topics have been updated to reflect the support for the active-active architecture:

- Genesys Info Mart Support for Business Continuity
- Architecture
- Operation Modes
- Potential Data Loss

New Pages

A new section, Disaster Recovery with Active Genesys Info Mart, has been added to cover deployment and Disaster Recovery procedures for the active-active architecture in the following topics:

- Setting Up Active-Active Genesys Info Mart Instances
- DR Procedure with Active Info Mart