Genesys Info Mart Business Continuity Deployment Guide

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This guide provides information and procedures that are relevant to deploying Genesys Info Mart in an environment that requires support for Business Continuity.

You can find the information that you need in the topics below.

Genesys Info Mart Support for Business Continuity

Find descriptions of two sample architectures, modes of operation, and possible reasons for data loss.

Architecture

Operation Modes

Potential Data Loss

Disaster Recovery with Active-Active Info Marts

Find information and instructions relevant to Genesys Info Mart Disaster Recovery in a deployment with active-active instances.

Setting Up Two Active Info Mart Instances

Disaster Recovery in Active-Active Deployment

Disaster Recovery with Active-Standby Info Marts

Find information and instructions relevant to Genesys Info Mart database replication with Oracle GoldenGate and Disaster Recovery with active-standby instances.

Info Mart Database Replication

Setting Up Replication

Disaster Recovery with Oracle GoldenGate