GENESYS™

GVP Documentation Supplement

Recommendation about Database Retention Periods

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SUMMARY: Reporting Server DB settings can affect performance.

The Genesys Voice Platform 8.1 User's Guide and the Genesys Voice Platform 8.5 User's Guide both require this revision:

CHAPTER: Chapter 14: Configuring the Reporting Server
SECTION: Configuring Database Retention Policies
ADD THIS NOTE below *Table 34: Default Maximum Units, by Granularity Level* on page 274:

Important

Genesys recommends using default values for Reporting Server database retention parameters. Using higher retention periods may have impact on RS performance and therefore not supported.