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GVP Documentation Supplement

Recommendation about Database Retention Periods

12/20/2025

Recommendation about Database Retention Periods

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.