Performance Management Advisors Deployment Guide

Encryption for AGA Metrics Database Data (Oracle)

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Advisors Genesys Adapter (AGA) metrics schema objects hold metadata related to queues and agent groups, and save snapshots of the real)time queue and agent group metrics produced by the Genesys Stat Server.

If you categorize this as sensitive data within your enterprise that should be secured, Genesys recommends placing AGA metrics schema objects into a separate tablespace and securing the tablespace with Oracle TDE tablespace encryption. Use one of the following common standardized ciphering methods:

- 3DES168
- AES128
- AES192
- AES256

Considering the specifics of AGA data flow and the real)time nature of the Advisors application, Genesys does not recommend TDE column encryption for AGA.

Important
Oracle 11g documentation contains detailed information about TDE.