Genesys Security Deployment Guide

Protection of Data at Rest

5/9/2025

Protection of Data at Rest

Disclosure of confidential customer information can result in serious legal consequences for a contact center, as well as the loss of a customer. Privacy includes protecting not only the customer's proprietary data, but also transaction and call statistics and sometimes, their identification as a customer of a particular contact center.

Genesys provides the following security features to protect data at rest:

- Encrypted Configuration Database Password
- Encrypted Data in Databases
- Encrypted Call Recordings
- Hide Selected Data in Logs