



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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**