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Genesys Security Deployment Guide

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Use this guide to introduce you to security features offered by Genesys software, and how to install, configure, and run them.

This Guide applies to all releases of Genesys software, and is updated regularly.

Introduction

Overview

New in This Release

Document Change History

Protection of Data at Rest

Encryption of Configuration Database Password

Encryption of Data in Databases

Encryption of Call Records

Hiding (Masking) Data

Authentication and Authorization

User Authentication and Authorization

Passwords

Access Control

No Default Access for New Users

Inactivity Timeout

Security Banner

Service Availability

Application Redundancy

Proxy and Parallel Servers

Client-side Port Definition

Protection of Data in Transit

Secure Connections using TLS
Federal Information Processing Standards

Web Application Security

Open Web Application Security Project RESTful Web Services

(FIPS)

Secure HTTP (HTTPS)

Secure Real-Time Transport Protocol (SRTP)

Lightweight Directory Access Protocol Secure (LDAPS)

Data Privacy

Overview

General Data Protection Regulation (GDPR)

Genesys Engage cloud Support for GDPR

Genesys Engage Premise Support for GDPR