



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.

eServices Administrator's Guide

Masking Sensitive Data

12/18/2025

Masking Sensitive Data

Logs and chat transcripts may contain sensitive data such as credit card numbers, phone numbers, Social Security numbers, and so on. You can omit this data from logs and mask it in transcripts by properly configuring Chat Server and UCS.

Tip

In addition to the method of configuration described on this page, you can also use **Privacy Manager**, a plugin for Genesys Administrator Extension (GAX), to create, select, and activate rules that handle sensitive data.

UCS

Some configuration of UCS is required for all channels. The following table summarizes what is needed for each channel.

Channel	Section	Option	Value
All	log	log4j.logger.ucs.svc.indexing	garn
All	settings (of UCS DAP)	interpret-prepared-statements	false
Chat	log-filter-data	StructuredText	hide
Chat	log-filter-data	Transcript	hide

Chat Channel

Logs

- In the **[settings]** section, set message-log-print-size to 0. This means that logs do not show the messages sent between chat participants. Where a message occurs, the log shows [truncated from size=x], where x is the number of characters in the suppressed message.
- In the **[log-filter-data]** section,
 - Set StructuredText to hide so that logs will omit the transcript that UCS sends to Chat Server.
 - Set Transcript to hide so that logs will omit the transcript that Chat Server sends to UCS.

Transcripts

	Name	Regular Expression
Credit card	GCTI_CreditCards	8.5.0 version only: <code>(?>^(?<=[\s[:alpha:]](),,;?!""`)))(?>4\d{3} 5[1-5]\d{2} 6011 622[1-9] 64[4-9]\d 65\d{2})[-]?\d{4}[-]?\d{4}[-]?\d{4}(?>\$ (?=[\s[:alpha:]](),,;?!""`)))</code> 8.5.1 version only: <code>(?>^(?<=[\s[:alpha:]](),,;?!""`)))(?>4\d{3} 5[1-5]\d{2} 6011 622[1-9] 64[4-9]\d 65\d{2})[-]?\d{4}[-]?\d{4}[-]?\d{4}(?>\$ (?=[\s[:alpha:]](),,;?!""`)))</code>
Social Security Number	GCTI_SSN	<code>(?>^(?<=[\s[:alpha:]](),,;?!""`)))(?!000 666 9)\d{3}(?!00)\d{2}[-]?(?!0000)\d{4}(?>\$ (?=[\s[:alpha:]](),,;?!""`)))</code>
Phone number using the North American Numbering Plan	GCTI_PhoneNANPA	<code>(?>^(?<=[\s[:alpha:]](),,;?!""`)))(?:\+?1[-.]?)?(?:\([2-9][0-9]{2}\) [2-9][0-9]{2})[-.]?[0-9]{4}(?>\$ (?=[\s[:alpha:]](),,;?!""`)))</code>

Typing Preview

Typing preview allows an agent to see text that a customer types before the text is submitted to the chat session. You can have Chat Server mask all digits in the typing preview by setting the typing-preview (called transcript-cleanup-typing before release 8.5.103) option to a value other than none. Chat Server then replaces all digits in the typing preview with the character specified by default-repchar (called transcript-cleanup-mask before release 8.5.103).