



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.

Performance Management Advisors Deployment Guide

Encryption for AGA Metrics Database Data (Oracle)

12/19/2025

Encryption for AGA Metrics Database Data (Oracle)

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.