

GENESYS

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Performance Management Advisors Deployment Guide

Purge Key Action Reports and Historical Alerts

Purge Key Action Reports and Historical Alerts

Advisors alert and action management features can generate historical alert and action management report data that the Advisors application never removes automatically. An Advisors database administrator can delete or purge the data with a scheduled job or a manual operation.

The historical data purge process relies on properties recorded in the Platform database table CONFIG PARAMETER:

- keyactions.purging.timeframe.months: Applicable to CCAdv and WA only.
- keyactions.purging.successrating.value: Applicable to CCAdv and WA only. Success rating refers
 to the success rating system used in Key Action Reports (see Key Action Reports Table for more
 information about Key Action Reports).
- keyactions.purging.successrating.range: Applicable to CCAdv and WA only. Success rating refers
 to the success rating system used in Key Action Reports (see Key Action Reports Table for more
 information about Key Action Reports).
- fa.archive.purging.timeframe.months: applicable to FA only; purges archived threshold violations

Your database administrator can modify the parameters to address your enterprise's needs and data cleanup policies.



Alert and Action Management Report Parameters

The Figure "Alert and Action Management Report Parameters" shows the default values for the relevant parameters in the CONFIG PARAMETER table.

The keyactions.purging.successrating.value and keyactions.purging.successrating.range parameters depend on each other. If one of the parameters is not defined, the other is ignored.

Example

To trigger the purge of data related to Action Management reports that have a success rating less than two, you must set keyactions.purging.successrating.value to 2 and keyactions.purging.successrating.range to <.

If the keyactions.purging.successrating.value and keyactions.purging.successrating.range parameters are not defined, *all* records are removed based on the keyactions.purging.timeframe.months parameter setting.

If, in affected Action Management report data, the success rating is not defined (that is, NULL), the records are removed if the related historical alerts meet the keyactions.purging.timeframe.months condition.

Calling Stored Procedures to Purge Key Action Reports and Historical Alerts

Regardless of the method used to purge key action reports and historical alerts (manual operation and/or scheduled job), the process must contain a call of the stored procedure that removes the data from all related tables. The stored procedure has no input parameters. The procedure purges the data based on the criteria generated from the related configuration parameters present in the CONFIG PARAMETER table at the time of procedure execution.

MSSQL procedure call

```
EXEC
        [spPurgeAMHistory]
        @p AmrPurged = @p AmrPurged OUTPUT,
        @p_HstAlertsPurged = @p_HstAlertsPurged OUTPUT,
        @p_HstFAThresholdsPurged = @p_HstFAThresholdsPurged OUTPUT,
        @p AmrEndDate = @p AmrEndDate OUTPUT,
        @p_HstAlertEndDate = @p_HstAlertEndDate OUTPUT,
        @p HstFaThresholdEndDate = @p HstFaThresholdEndDate OUTPUT,
        @r = @r OUTPUT,
        @m = @m OUTPUT,
        @r1 = @r1 OUTPUT.
        @m1 = @m1 OUTPUT,
        ar2 = ar2 \text{ OUTPUT},
        @m2 = @m2 OUTPUT,
        @r3 = @r3 OUTPUT,
        @m3 = @m3 OUTPUT
SELECT @p_AmrPurged as N'@p_AmrPurged',
        @p HstAlertsPurged as N'@p HstAlertsPurged',
        @p HstFAThresholdsPurged as N'@p HstFAThresholdsPurged',
        @p_AmrEndDate as N'@p_AmrEndDate',
        @p HstAlertEndDate as N'@p HstAlertEndDate',
        @p HstFaThresholdEndDate as N'@p HstFaThresholdEndDate',
        @r as N'@r',
        @m as N'@m'
        @r1 as N'@r1',
        @m1 as N'@m1',
        @r2 as N'@r2',
@m2 as N'@m2',
        @r3 as N'@r3',
        @m3 as N'@m3'
```

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Oracle procedure call

```
SET SERVEROUTPUT ON
SET FEEDBACK OFF
DECLARE
P_AMRPURGED NUMBER;
P_HSTALERTSPURGED NUMBER;
P_HSTFATHRESHOLDSPURGED NUMBER;
P_AMRENDDATE DATE;
P_HSTALERTENDDATE DATE;
P_HSTALERTENDDATE DATE;
P_HSTFATHRESHOLDENDDATE DATE;
```

```
R NUMBER;
 M NVARCHAR2(2000);
 R1 NUMBER;
 M1 NVARCHAR2(2000);
 R2 NUMBER;
 M2 NVARCHAR2(2000);
 R3 NUMBER;
M3 NVARCHAR2(2000);
BEGIN
 SPPURGEAMHISTORY(
P_AMRPURGED => P_AMRPURGED,
P_HSTALERTSPURGED => P_HSTALERTSPURGED,
P_HSTFATHRESHOLDSPURGED => P_HSTFATHRESHOLDSPURGED,
   P_AMRENDDATE => P_AMRENDDATE,
P_HSTALERTENDDATE => P_HSTALERTENDDATE,
P_HSTFATHRESHOLDENDDATE => P_HSTFATHRESHOLDENDDATE,
R => R,
    M => M
    R1 => R1,
    M1 \Rightarrow M1,
    R2 => R2,
    M2 \Rightarrow M2
    R3 => R3,
    M3 => M3
 );
END;
```