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SIP Cluster Solution Guide

Historical Reporting and SIP Business Continuity

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Historical Reporting and SIP Business Continuity

Historical Reporting supports SIP Business Continuity in the SIP Cluster Solution through deployment of an active Genesys Info Mart instance, along with an operational Info Mart database, at each of the two data centers. Genesys recommends the active-active architecture for Genesys Info Mart because it minimizes data loss at Disaster Recovery, requires smaller network bandwidth, and requires no replication software, which is often expensive in deployment and maintenance.

For more information about Genesys Info Mart support for Business Continuity environment in general, refer to the [Genesys Info Mart 8.1 Business Continuity Deployment Guide](#). For important information that is not covered in this *Solution Guide*, see, in particular, the sections on [Potential Data Loss](#) and [Disaster Recovery Procedure](#).

Architecture

Two Genesys Info Mart Server instances are active at two data centers; database replication is not required between the two instances. In other words, the two Genesys Info Mart Servers operate in parallel as stand-alone servers at their respective data centers. Both Genesys Info Mart Servers access all the Interaction Databases (IDBs) at both data centers and, for each HA pair, extract data from the IDB that has the best quality data from a particular data source. Each Genesys Info Mart Server stores extracted data at its own Info Mart database independently. Both Info Mart databases, therefore, contain data that is nearly identical and that reflects activity of the entire contact center.

To achieve as close similarity of data as possible, both Genesys Info Mart Servers must have identical configuration. Even then, the data sets in two databases would differ because the data is processed independently and, consequently, the numbers of data keys would be unique in each Info Mart database.

The data from Genesys Info Mart at data center 2 is not used by downstream Reporting applications unless data center 1 fails. An active instance of Genesys CX Insights (GCXI) at data center 1 retrieves data from the Info Mart database at data center 1 to provide historical reports for all users. A standby GCXI instance at data center 2 can be brought into service in the event that data center 1 fails.

Disaster Recovery Procedure

In the event that data center 1 fails, the disaster recovery procedure must be started. As part of this procedure:

- Genesys Info Mart at data center 2 is configured to ignore data sources at the failed data center 1.
- GCXI instance is brought into service at data center 2.

When the failed data center, or its replacement, is back in service, another active Genesys Info Mart

instance can be added to the deployment again.