



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.

Recording, Quality Management and Speech Analytics User Manual

Purge System

Purge System

When old interactions are no longer required, it is possible to safely remove them from the system. This will reduce the database size and will result in better performance overall.

You can choose to delete all interactions in the database or select a specific group of interactions to delete. If you choose to delete a specific group, you define the group in one of the following ways:

- Date range
- One or more Programs

Important

It is possible to set up an automated purging job. For additional information, contact Genesys support.

To purge interactions from the system

1. In the Main Menu, under **Tools**, select **System Admin > Purge System**.
2. Select the desired options.
3. Click **Delete**.

See also

[Preset Views](#)
[Monitor System](#)
[Manage Cache](#)
[Interactions Administration](#)
[System Configuration](#)
[Manage Alerts](#)
[System Alerts](#)