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Genesys Security Deployment Guide

Genesys Interaction Recording and Analytics Support for GDPR

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Genesys Interaction Recording and Analytics Support for GDPR

This page describes product-specific aspects of Genesys Interaction Recording and Analytics support for the European Union's General Data Protection Regulation (GDPR) in premise deployments. For general information about Genesys support for GDPR compliance, see [General Data Protection Regulation](#).

Warning

Disclaimer: The information contained here is not considered final. This document will be updated with additional technical information.

Searching for Interactions

To export and delete specific interactions you first have to perform a search for the interactions.

For details about how to search for interactions, see the **Explore > Create a New Search** section in the [8.5.5 SpeechMiner UI User Manual](#).

The best way to search for specific interactions is to use the **Metadata** filter, since the Metadata filter enables you to filter the search results for selected metadata and metadata values. The search results will only include interactions for which the selected types of metadata have defined values and when you specify values that match the specific conditions.

The best way to search for specific customer interactions is to use the metadata field that identifies customers (for example, telephone number, ID and so on) and to enter the value that identifies the specific customer.

Important

The types of available metadata vary from system to system.

Exporting Data

To export specific interactions you can use the **Export** batch action to export one or more interactions.

For details, see the **Explore > Search Results Grid > Batch Actions > Export Interactions** section in the **8.5.5 SpeechMiner UI User Manual**.

Important

Interactions are exported with their voice recording files. Interactions are not exported with their screen recording files.

Delete Interactions

To delete specific interactions you can use the **Delete** batch action to delete one or more interactions.

For details, see the **Explore > Search Results Grid > Batch Actions > Delete an Interaction** section in the **8.5.5 SpeechMiner UI User Manual**.

Important

When an interaction is deleted, its voice recording and screen recording files are also deleted only if your system includes Interaction Recording Web Services (RWS) version 8.5.202.18 or later. If you have not upgraded to RWS version 8.5.202.18 or later, the screen recording files will not be deleted.

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