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Genesys Security Deployment Guide

Genesys Pulse Advisors Support for GDPR

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This page describes product-specific aspects of Genesys Pulse Advisors 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.

The Genesys Pulse Advisors (formerly Genesys Performance Management Advisors) dashboards display real-time metrics. Business managers, operations managers, and supervisors use the metrics data to quickly identify developing service and performance issues. Pulse Advisors business objects are created and related to Access Groups or Persons using a Genesys configuration interface, such as Genesys Administrator. These objects are then synchronized with the Advisors database, and an administrator can then configure the remaining information for each object, along with the necessary relationships, using the Advisors administration module. The Advisors business objects are not represented as standard objects in the Genesys configuration interface. The business attribute values contain just the ID and name of the object. You can enter a description for a business attribute in your Genesys configuration interface, but Advisors does not import it into the Advisors database, or use the description in any other way. No Personally Identifiable Information (PII) is stored in Advisors automatically.

Using Advisors Support Email Addresses

Advisors modules store the email addresses that you enter on the installation wizards and use those addresses to notify Support staff about operating issues. The email addresses are stored in the relevant Advisors properties file. A user's email address persists in the properties file even after a user's Person object is removed from Configuration Server. An email address that contains an employee's full name might be considered to be PII, although the email addresses in the Advisors properties files do not link to any additional user-identifying information. It is the customer's responsibility to correctly enter and manage Advisors Support email addresses, including the removal of any email address from the properties files if required for GDPR compliance (Right of Erasure). The need to update properties file(s) to remove email addresses can be avoided if you always use an email alias for Support staff, rather than user-identifying email addresses. For example, use `advisors.support@yourcompany.com` instead of `john.doe@yourcompany.com`.

The following table identifies the property in each .properties file with which an email address is associated, when configured:

Module	Location	Property
Platform	conf/	adminUser

Module	Location	Property
	NavigationService.properties	
Contact Center Advisor XML Generator	conf/XMLGen.properties	connectionFailureRetryParams.supportEmail
Frontline Advisor	conf/FrontlineAdvisor.properties	__failure_notification_toAddress

Email addresses that you enter on the **Notification Lists** page in the Advisors administration module are stored in the **DCC_NOTIFICATION_LIST_USERS** table in the Platform database. Genesys recommends that you configure these email addresses as non-personal email addresses. The Pulse Advisors product collects and stores email addresses only for the purposes of sending notifications. It is the customer's responsibility to correctly enter and manage user information on the **Notification Lists** page in the Advisors administration module, including the removal of email addresses, if required, for GDPR compliance (Right of Erasure). To update or remove an already-configured email in the notification lists, use the **Notification Lists** page to edit or remove a specific and potentially user-identifying email address. For more information about the **Notification Lists** page in the Advisors administration module, see [Notification Lists](#) in the *Contact Center Advisor and Workforce Advisor Administrator User's Guide*.