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Genesys Security Deployment Guide

Protection of Data at Rest

Protection of Data at Rest

Disclosure of confidential customer information can result in serious legal consequences for a contact center, as well as the loss of a customer. Privacy includes protecting not only the customer's proprietary data, but also transaction and call statistics and sometimes, their identification as a customer of a particular contact center.

Genesys provides the following security features to protect data at rest:

- [Encrypted Configuration Database Password](#)
- [Encrypted Data in Databases](#)
- [Encrypted Call Recordings](#)
- [Hide Selected Data in Logs](#)