

This document describes what data classes are there in 2Ring Dashboards & Wallboards (DW), and the data retention for each data class:

Business Data - Classes

	Enumeration	Calculation results/stats			Static Content
Description	Lists of various entities that are used for filtering. Authorized wallboard operator can pick from these values in filters. Other passive users of wallboards have no access to this data.	KPIs	KPI Historical Values	Grids	Static files uploaded by an authorized wallboard operator to be used as a part of a wallboard.
Examples	<ul style="list-style-type: none"> Agents Queues Campaigns State Channel Type Wrap-up Skills Call Type 	<ul style="list-style-type: none"> Agents Logged In Agents Ready Calls in Queue Calls Handled 	The evolution of Service Level during a day or a month, Yesterdays Calls Handled	<ul style="list-style-type: none"> Queue Statistics <ul style="list-style-type: none"> Queue Name Service Level Agents Ready Agent Statistics <ul style="list-style-type: none"> Agent Name Calls Handled Average Speed of Answer 	<ul style="list-style-type: none"> Images PDF files Audio Files (alert sounds) Font Files

Business Data - Retention

Enumeration	Business Data – Calculation results/stats			Static Content
The enumerations are synced regularly (usually multiple times a day, can be configured). That means that all valid values are kept in DW until they are deleted from source system (contact center platform, CRM). After being deleted in source system all entries are deleted on DW side at sync interval.	KPIs	KPIs Historical Data	Grids	Only the most recent copy of static content is always kept.
	The most recent KPI calculation result is always kept and is overridden whenever a new value is calculated.	Historical Values are being kept for as long as they are required to serve their configured use. If there is a timeline chart that displays 30days of service level and at the same time a segment displaying yesterday's service level, DW calculates the longest necessary history to keep (30 days in this case). After falling out of required interval, each individual value is automatically deleted.	The most recent GRID calculation result is always kept and is overridden whenever a new value is calculated.	

Technical Data - Classes

Confidential	Application Users – Authentication	Backup and Disaster Recovery
API access keys, secrets, database users and passwords or other credentials used to access source system (contact center platform)	User accounts and their passwords (hashes of passwords).	Backups of content Files, Databases and Configuration files. Cloud: There are daily backups for the last 7 days. Weekly backups for the past 4 weeks. Monthly backups for the past 12 months. Self-hosted: Backups and recovery plans follow the customer's guideline or policy.

Technical Data - Retention

Confidential	Application Users – Authentication	Backup and Disaster Recovery
Only the most recent copy of confidential data is always kept.	Cloud: All user accounts are kept for 30 days in a recycle bin after being deleted in DW. Once the recycle bin timeout expires, these accounts are deleted with no option for their recovery. Self-hosted: All users are deleted immediately. To recover them, a proper database backup needs to be restored.	Cloud: Backup Data is deleted after its intended time of expiration, see data classes. Self-hosted: Backup Data is deleted based on the customer's guideline or policy.

Service Termination (Cloud only)

- After the service is no longer used by a customer, and there is no plan for prolonging a subscription, a purge process is scheduled on the last day of the month following the month during the service subscription ended. During this period, the customer may prolong the subscription if he decides to do so. Example, if a service is terminated on October 25, 2023, the purge process is scheduled for November 30, 2023.

Purge Process (Cloud only)

- During the purge process all data (all classes) is deleted indefinitely without any being able to be restored later.