



# Data Retention

## Default policies

For Community Software Version 5.x

Revision 2.0

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phone 877-668-6870

web [CommunityWFM.com](https://CommunityWFM.com)

3400 Waterview Parkway, Suite 325

Richardson, Texas 75080



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## About this document

The objective of this document is to outline the default CommunityWFM data retention policies. The document assumes that the reader has some basic understanding of what data retention policies are and the corresponding data sets for which they are used.



## Data Retention Policies Defined

Data Retention policies are Community's way of cleaning and maintaining your database. Each policy addresses a specific data set such as historical call volume or forecast data. A windows service manages the scheduling and execution of each policy. The default settings for each of these policies is described below.

### Agent Transactions and History

<b>Agent Schedule Transaction Detail</b>	<b>Defaults</b>
Friendly Name:	Default 180 Day Agent Transaction Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	180
User Id:	<i>Will need to pick one before running</i>
<b>Agent Sync Group Audit Detail</b>	<b>Defaults</b>
Friendly Name:	Default 30 Day Agent Sync Audit Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	30

### Audits and Alerts

<b>System Change Audit Detail</b>	<b>Defaults</b>
Friendly Name:	Default 1 Year System Change Detail Audit Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	365



## Contact Volume and Data Collection

<b>Contact Volume History</b>	<b>Defaults</b>
Friendly Name:	Default 5 Year Contact Volume Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	1825
<b>Contact Volume Import Log Truncate</b>	<b>Defaults</b>
Friendly Name:	Default Weekly Import Log Truncate Policy
Execution Interval:	Every Sunday
Update Time:	12:00 AM
<b>Contact Volume Retention Policy (Collection Point)</b>	<i>Not Enabled by Default</i>
<b>Temporary Call Event Data</b>	<b>Defaults</b>
Friendly Name:	Default Temporary Call Data 7 Day Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	7
User Id:	<i>Will need to pick one before running</i>



## Forecasting

<b>Published Forecast Detail</b>	<b>Defaults</b>
Friendly Name:	Default 24 Month Published Forecast Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	730
User Id:	<i>Will need to pick one before running</i>
<b>Working Forecast</b>	<b>Defaults</b>
Friendly Name:	Default 12 Month Working Forecast Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	365
User Id:	<i>Will need to pick one before running</i>

## Notifications and Memos

<b>Memo Detail</b>	<b>Defaults</b>
Friendly Name:	Default 180 Day Memo Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	180
<b>Notification Detail</b>	<b>Defaults</b>
Friendly Name:	Default 30 Day Notification Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	30



## Schedule and Adherence

<b>Adherence Data Detail</b>	<b>Defaults</b>
Friendly Name:	Default 90 Day Adherence Data Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	90
<b>ASAP Plan Detail</b>	<b>Defaults</b>
Friendly Name:	Default 90 Day ASAP Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	90
<b>Check-In Data</b>	<b>Defaults</b>
Friendly Name:	Default 90 Day Check-In Details Policy
Execution Interval:	Daily
Update Time:	1:00 AM
Data to Keep in Days:	90
<b>Published Schedule Detail</b>	<b>Defaults</b>
Friendly Name:	Default 2 Year Published Schedule Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	730
User Id:	<i>Will need to pick one before running</i>



## Schedule and Adherence Cont.

<b>Schedule Bids</b>	<b>Defaults</b>
Friendly Name:	Default 1 Year Schedule Bid Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	365
<b>Schedule Generation Audit Detail</b>	<b>Defaults</b>
Friendly Name:	Default 7 Day Schedule Generation Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	7
<b>Working Schedule Detail</b>	<b>Defaults</b>
Friendly Name:	Default 1 Year Working Schedule Detail Policy
Execution Interval:	Daily
Update Time:	12:00 AM
Data to Keep in Days:	365
User Id:	<i>Will need to pick one before running</i>



## System Internal Data

<b>Intermediate Forecasting Data Truncate</b>	<b>Defaults</b>
Friendly Name:	Default Daily Intermediate Forecast Data Policy
Execution Interval:	Daily
Update Time:	12:00 AM
<b>Intermediate Schedule Data Truncate</b>	<b>Defaults</b>
Friendly Name:	Default Daily Intermediate Schedule Data Policy
Execution Interval:	Daily
Update Time:	12:00 AM
<b>Temporary Image Data Truncate</b>	<b>Defaults</b>
Friendly Name:	Default Daily Temporary System Images Policy
Execution Interval:	Daily
Update Time:	12:00 AM
<b>Third-Party Data Import Truncate</b>	<b>Defaults</b>
Friendly Name:	Default Daily 3rd Party Import Data Policy
Execution Interval:	Daily
Update Time:	12:00 AM