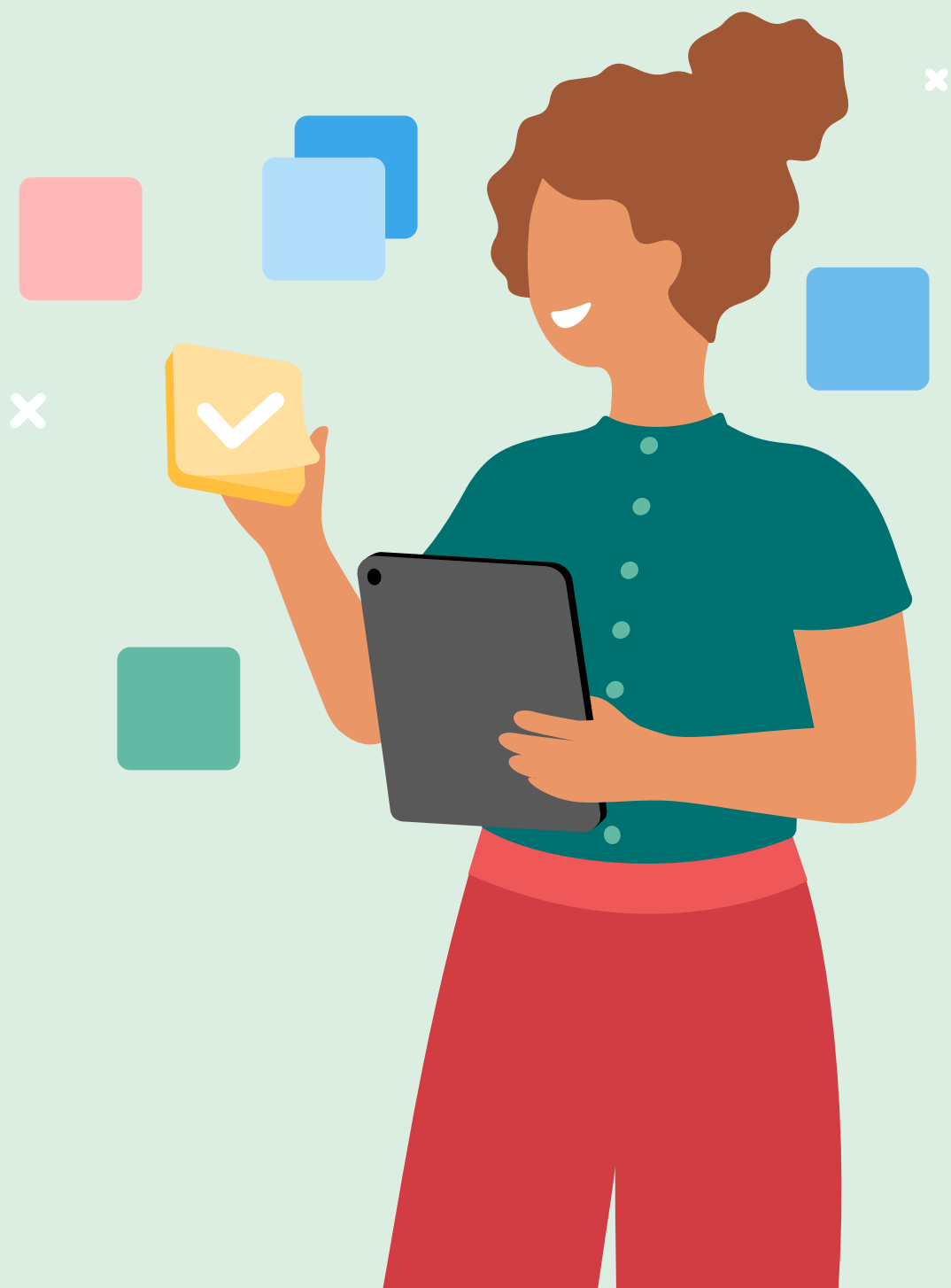


Reporting and Monitoring Data Replication

May 2023



Revision history

Version	Date	Description
1.0	25.03.22	First version for 22Q1
2.0	17.06.22	Second version for 22Q2
3.0	08.05.2023	Updated document styles for 23Q1

1 General

Reporting and monitoring data replication replicates data from Sinch Contact Pro reporting and monitoring databases to MS SQL Server database hosted by the customer (target database). This enables customers to access data with 3rd party reporting tools and other business systems. It can be also used to integrate certain workforce management systems to Sinch Contact Pro. Reporting and data replication is implemented with AWS Database Migration Service (DMS). Data replication is ongoing and it will continuously apply source changes to the target database with minimal latency.

Description of the reporting database can be found in [Reporting Data Guide](#) and of the monitoring database in [Monitoring Data Guide](#).

2 Prerequisites

Customer is responsible for setting up and maintaining the target database. Target database shall be MS SQL Server 2016 or 2019 and it shall be reachable from the internet. Database collation shall be SQL_Latin1_General_CP1_CI_AS.

3 Scope and limitations

Reporting and monitoring data replication replicates raw data and primary keys with clustered indexes from source database to target database. The following items are not replicated:

- Computed columns, such as FK_Time_xxx for fact tables

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- Indexes, procedures, views (customer can add these to the target database on per need basis)
 - User rights table such as [UserRights_'User.id']