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CHIME GDPR DATA REMOVAL AND DATABASE SCHEMA

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CHIME GDPR DATA REMOVAL AND DATABASE SCHEMA

OVERVIEW

This document will cover the database schema and the fields that the Chime GDPR tool modifies in regard to Agent and Guest data. This document will not go over every field in the database as several tables do not contain any personal information relevant for Guests, Agents, Reviewers, Managers, and Admins.

For each field that is modified by the Chime GDPR tool a brief description of why it is included as well as which GDPR Tool actions modify it.

The following schema overview (diagram) does not include all of the tables in the database and only covers tables that may contain information relevant for GDPR based requests. For example, tables related to core Chime configuration, virtual agents, administrative services, and other Chime configuration options are not included in the following schema diagram.
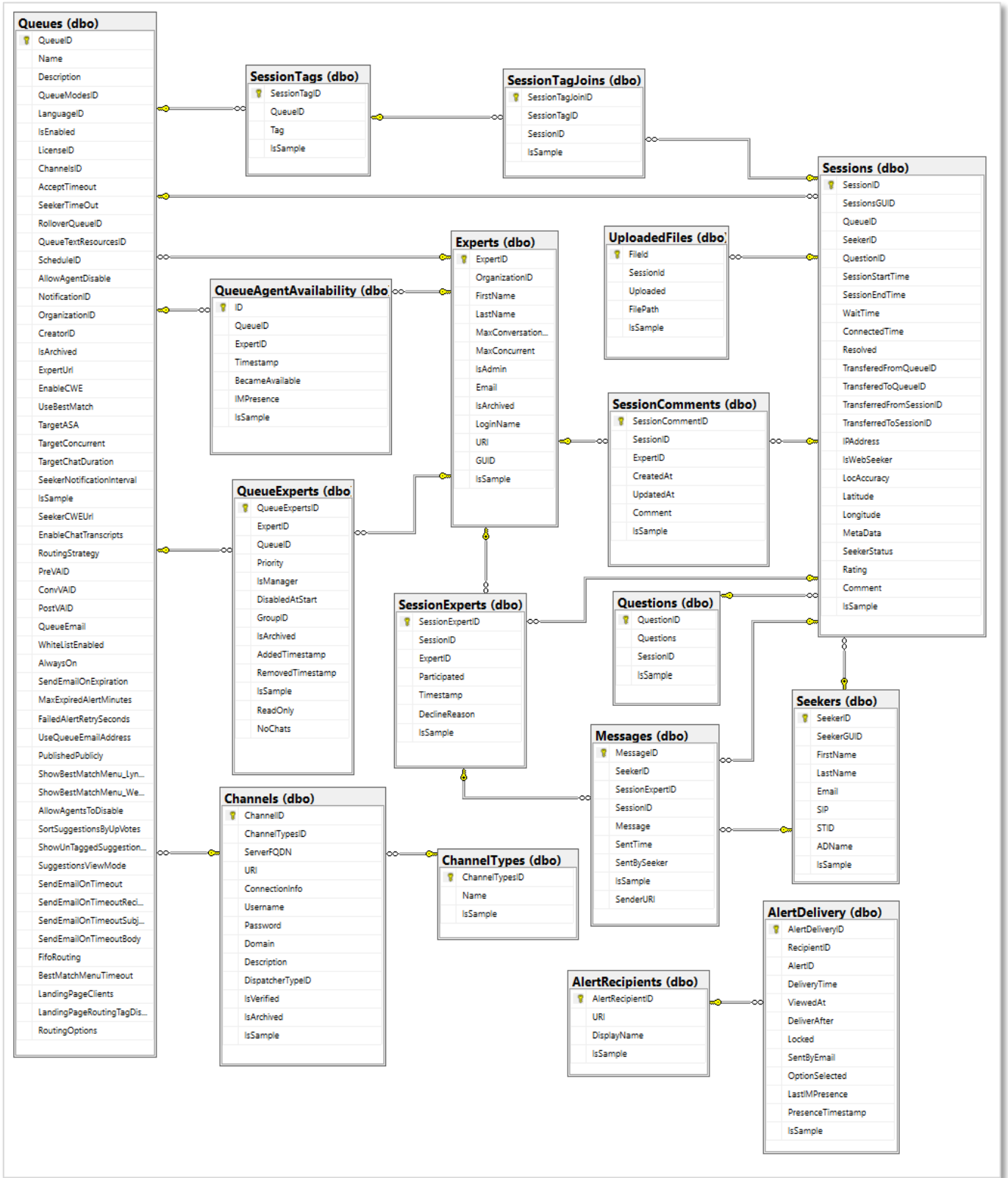
Figure 1: Part of the Chime Database Schema

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BULK DELETE

This section of the document will cover all of the fields that are removed or modified by the Bulk Message Deletion feature on the Chime GDPR tool. This feature uses a retention period to determine how many days worth of chat sessions are to be kept in the database. Throughout the following section any of the fields that are modified are first checked to be part of a session that has finished and took place before the retention period.

SESSIONS TABLE

When the Bulk Message Delete feature modifies each session the fields that are modified are:

- IPAddress
- Latitude
- Longitude
- Comment
- Metadata
  - seeker[domainAuthenticated]
  - seeker[hostname]
  - seeker[referrerURL]
  - email
  - entryPoint
  - Session ID
  - webVisitor
  - firstName
  - question
  - SeekerDN
  - seeker[SeekerDN]
  - seeker[ip]
  - hostname
  - lastName
  - Session GUID
  - skillTags
  - seeker[webVisitor]
  - referrerURL
  - queue
  - id
  - domainAuthenticated
  - ip

MESSAGES TABLE

When the Bulk Message Delete feature runs it removes all of the message linked with sessions that took place before the retention period. Therefore, all of the fields in the Messages table are removed.

- MessageID
- SeekerID
- SessionExpertID
- SessionID
- Message
- SentTime
- SentBySeeker
- IsSample
- SenderURI

QUESTIONS TABLE

Whenever the Bulk Message Delete is used, the question is set to an empty string in the Questions table. The specific field used for the question is called Questions

SEEKERS TABLE

When the Bulk Message Delete feature is ran, none of the personal information is removed for the Guest. The reason for this is that is so that queue reporting as well as session details and the queue dashboard all show that the user came into Chime. Removing this data would negatively impact reporting and user experience.

QUEUES TABLE

The Queues table has the greatest number of fields in the Chime database, however, there are no instances of user data in any of the fields. It is made up entirely of queue information and settings. It is included in this document because it is links to most of the major tables that are modified by the GDPR Tool. None of the 3 GDPR actions modify any of the data in the Queues table.

DIAGNOSTIC CHAT ROUTING LOGGING

When Diagnostic Chat Routing Logging is turned on, Chime will include chat messages in the log files that are generated for the application. The GDPR Tool is not able to remove these log messages, so the only way to prevent messages from showing up in the logs is to either have this setting turned off, or to have the logs files removed. We would recommend using the Log File Purging feature in Admin > Settings > Advanced to remove logs from a number of days prior if you would like to have the logs files removed.

REMOVE ALL USER'S MESSAGES AND DATA IN CHIME

This option will redact all information in Chime about the user you are performing this action on. Their name, email, login name, etc... will all be removed from Chime, and any chats that they were in will have their messages redacted and any chat information and meta data will be deleted. There are some differences in what is changed and removed for Agents and Guests and we will cover what each have removed in the sections below.

REMOVE GUEST DATA

SEEKERS TABLE

The following fields in the seekers table are modified:

- ADName (changed to "RedactedSeeker")
- Email (changed to "Redacted-Seeker@no.email")
- FirstName (changed to "Redacted")
- LastName (changed to "Seeker")
- SIP (changed to "sip:Redacted-Seeker@no.email")

SESSIONS TABLE

The fields that are modified in the sessions table are:

- Comment (changed to "Redacted comment")
- IPAddress (changed to "Redacted IP Address")
- Latitude
- Longitude
- MetaData
  - `{"seeker[lastName]": [Seeker], "seeker[sip]": [sip:Redacted-Seeker@no.email], "SeekerDN": [Redacted Seeker], "seeker[firstName]": [Redacted]}`

MESSAGES TABLE

In the messages table the only two fields that are modified are:

- Message
- SenderURI

The application performs two different actions on each of the different messages in the chat session the Guest was a part of. First, it checks if the message was sent by the guest. If the message was sent by the guest the entire message is redacted (changed to "Redacted Message") and the URI of the user is removed (changed to "sip:Redacted-Seeker@no.email") so that anyone looking at the chat session in the future will not be able to read what they said.

Second, the app goes through the messages sent by the Agent and the Queue and removes any mention of the Guest. If any instance of their first name, last name, email, sip address, or AD name are found they are changed to "Redacted".

QUESTIONS TABLE

There is only one field modified in the questions table:

- Questions (changed to "Redacted Question")

ALERT RECIPIENTS TABLE

The Alert Recipients table has two fields modified by the application:

- URI (changed to "sip:Redacted-Guest@no.email")
- DisplayName (changed to "Redacted Guest")

REMOVE AGENT DATA

EXPERTS TABLE

The following fields are modified in the experts table:

- Email (changed to "Redacted-Agent@no.email")
- FirstName (changed to "Redacted")
- LastName (changed to "Agent"
- LoginName (changed to "RedactedAgent")
- URI (changed to "sip:Redacted-Agent@no.email")
- IsAdmin (changed to false)
- IsArchived (changed to true)

MESSAGES TABLE

In the messages table the only two fields that are modified are:

- Message
- SenderURI

The application performs two different actions on each of the different messages in the chat session the Agent was a part of. First, it checks if the message was sent by the Agent. If the message was sent by the Agent the entire message is redacted (changed to "Redacted Message") and the URI of the user is removed (changed to "sip:Redacted-Agent@no.email") so that anyone looking at the chat session in the future will not be able to read what they said.

Second, the app goes through the messages sent by the Guest and removes any mention of the Agent. If any instance of their first name, last name, email, sip address, or AD name are found they are changed to "Redacted".

SESSIONS TABLE

Nothing in the sessions table is modified for the Agent as there is no personal information related to the Agent in this table.

ALERT RECIPIENTS TABLE

The Alert Recipients table has two fields modified by the application:

- URI (changed to "sip:Redacted-Agent@no.email")
- DisplayName (changed to "Redacted Agent")

QUEUE EXPERTS TABLE

When the user is removed from Chime, they will also have to be removed from any queue they are currently in. Any queue they are not in will have these fields modified in the queue experts table:

- IsArchived set to true
- Removed Timestamp set to the current time the app is running

SESSION COMMENTS TABLE

The only field in the session comments table to be modified is:

- Comment (changed to "Redacted Comment")

This is the comment that the agent is able to leave during or after the chat session and is redacted

OVERWRITE USER'S CONTACT INFORMATION IN CHIME

This option will redact all contact information in Chime about the user you are performing this action on. Their name, email, login name, etc... will all be removed from Chime, and any chats that they were in will have their names redacted and any chat information and meta data will be deleted. There are some differences in what is changed for Agents and Guests and we will cover what each have modified in the sections below.

OVERWRITE GUEST DATA

SEEKERS TABLE

The following fields in the seekers table are modified:

- ADName (changed to "RedactedSeeker")
- Email (changed to "Redacted-Seeker@no.email")
- FirstName (changed to "Redacted")
- LastName (changed to "Seeker")
- SIP (changed to "sip:Redacted-Seeker@no.email")

SESSIONS TABLE

The fields that are modified in the sessions table are:

- Comment (if there is any mention of the Guest each instance is changed to "Redacted ")
- IPAddress (changed to "Redacted IP Address")
- Latitude
- Longitude
- MetaData
  - {"seeker[lastName]": [Seeker], "seeker[sip]": [sip:Redacted-Seeker@no.email], "SeekerDN": [Redacted Seeker], "seeker[firstName]": [Redacted]}

MESSAGES TABLE

In the messages table the only two fields that are modified are:

- Message
- SenderURI

The application goes through all of the messages sent by the Agent, Guest, and the Queue then removes any mention of the Guest. If any instance of their first name, last name, email, sip address, or AD name are found they are changed to "Redacted". Additionally the URI of the user is removed (changed to "sip:Redacted-Seeker@no.email")

QUESTIONS TABLE

There is only one field modified in the questions table:

- Questions (changed to "Redacted Question")

ALERT RECIPIENTS TABLE

The Alert Recipients table has two fields modified by the application:

- URI (changed to "sip:Redacted-Guest@no.email")
- DisplayName (changed to "Redacted Guest")

EXPERTS TABLE

The following fields are modified in the experts table:

- Email (changed to "Redacted-Agent@no.email")
- FirstName (changed to "Redacted")
- LastName (changed to "Agent"
- LoginName (changed to "RedactedAgent")
- URI (changed to "sip:Redacted-Agent@no.email")
- IsAdmin (changed to false)
- IsArchived (changed to true)

MESSAGES TABLE

In the messages table the only two fields that are modified are:

- Message
- SenderURI

The application goes through all of the messages sent by the Agent, Guest, and the Queue then removes any mention of the Agent. If any instance of their first name, last name, email, sip address, or AD name are found they are changed to "Redacted". Additionally the URI of the user is removed (changed to "sip:Redacted-Agent@no.email")

SESSIONS TABLE

Nothing in the sessions table is modified for the Agent as there is no personal information related to the Agent in this table.

ALERT RECIPIENTS TABLE

The Alert Recipients table has two fields modified by the application:

- URI (changed to "sip:Redacted-Agent@no.email")
- DisplayName (changed to "Redacted Agent")

QUEUE EXPERTS TABLE

When the user is removed from Chime, they will also have to be removed from any queue they are currently in. Any queue they are not in will have these fields modified in the queue experts table:

- IsArchived set to true
- Removed Timestamp set to the current time the app is running

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SESSION COMMENTS TABLE

The only field in the session comments table to be modified is:

- Comment

This is the comment that the agent is able to leave during or after the chat session and if any mention of their first name, last name, email, sip address, or AD name are found, they are changed to "Redacted" in the comment.