

NETOP®

Live GUIDE™

Live Chat for Customer Engagement

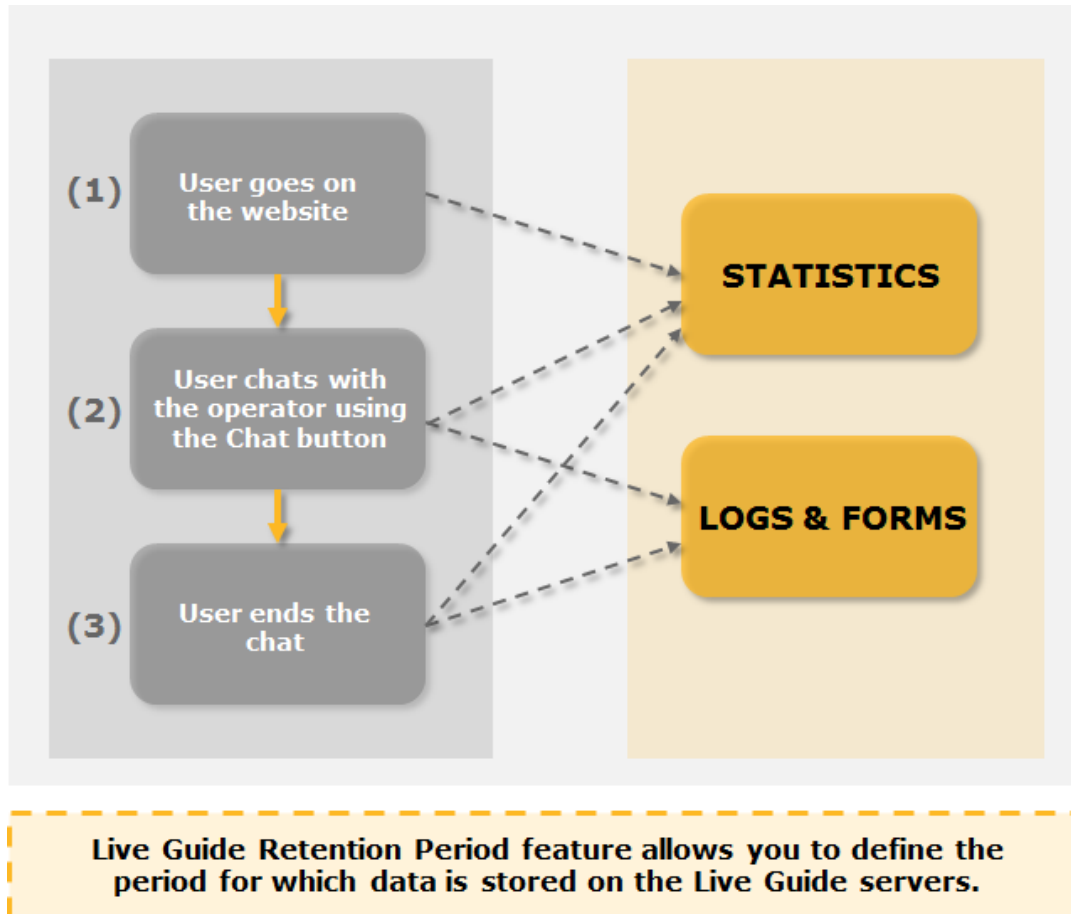
How to Store Data in Your Own Environment and How to Remove Data Stored on the Live Guide Environment



LiveGuide Data Storage

Live Guide provides an easy way to both store data in your own environment and remove the data off the Live Guide servers.

Figure below presents how statistics and logs collect data on user interaction.



How Retention Period Works

Live Guide stores customer generated data on its servers for a maximum period of 18 months (or more in specific cases). This is called the Retention Period. It always refers to the most recent data.

Retention Period allows the account owner to set a general value for how long the data is being stored on the Live Guide servers. Statistics, Forms and Logs are being removed from the Live Guide database if they are outside that period.

Example: Retention period is set to 1 day.

That means that data is available for 24 hours more from the end of the day. Thus, data stored today will be available for the rest of the day and one more day. After that today's data will be removed.

For more detailed information on how Retention Period works, see [Live Guide System Administrator's Guide, section 8.1](#).

Note: If retention period is set to **None**, the data will not be stored in the Live Guide database, therefore, you will not be able to retrieve it for internal use

API for Exporting Data

This API allows you to retrieve automatically all Chats and Forms saved into the database. It also gives you information on some of the statistics (number of logs, waiting time, etc.). Detailed explanation for the API can be found at [Exporting data using an API](#).