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Genesys Interaction Recording API

Recording Non-Deletion API

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Recording Non-Deletion API

Overview

When you protect recordings from deletion, they cannot be deleted during Media Lifecycle Management purge tasks, by SpeechMiner, API, or any method. Protecting and unprotecting from deletion also affects associated screen recordings.

The following API operations are accessible at the base path `/api/v2`
For example, `http://localhost:8080/api/v2/recordings/<recid>`

Prerequisites

- Configure the Elasticsearch schema v2 to enable support for labels and non-deletion features. For existing deployments, follow the migration steps here: [Migrating an Existing Elasticsearch Deployment to Schema V2](#). New deployments after GIR version 8.5.214.02 will have Elasticsearch schema v2 enabled by default.
- Configure the [SpeechMiner Settings](#) for Interaction Recording Web Services.

Roles and Permissions

- To access the below listed APIs, the user must be assigned to one of the required roles as mentioned in the specifications. For details, see [Configuring Roles for Recording Users](#). The Genesys Interaction Recording API uses Basic HTTP Authentication. See [RFC 2617 Section 2](#) for reference.
- Specific permissions enable your ability to protect (and unprotect) recordings from deletion. See: [Configuring Permissions for Recording Non-Deletion](#)

Apply Non-Deletion to a Recording

Use this operation to prevent a voice recording (and any associated screens) from being deleted.

Request URL	<code>/recordings/<recid></code>	
HTTP Method	POST	
Required Roles	• Administrator	• Supervisor • Agent

Required Permissions	N/A	RECORDING_PERMISSION_APPLY_NON_DELETE
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Payload						
Attribute	JSON Data Type	Mandatory	Possible Values	Default Value	Description	Notes
operationNameString		Yes	applyNonDelete	N/A	Mark a recording for non-deletion.	All the associated screen recordings at the time of the operation will also be updated.

Response

HTTP Status		
Status Codes	Situations	Notes
200 OK	The recording(s) has been marked for non-deletion successfully.	
400 BAD REQUEST	The operationName does not match any of the possible values described above.	
403 FORBIDDEN	- The requesting user does not have the roles required. - The requesting user does not have the recording permissions required.	
404 NOT FOUND	The recording for which to mark non-deletion cannot be found.	
500 INTERNAL SERVER ERROR	If an internal error occurs.	

Attribute	JSON Data Type	Mandatory	Possible Values	Default Value	Situations	Notes
Payload						
statusCode	Integer	Yes	0 (Ok)	N/A	The recording has been marked for non-deletion.	

Attribute	JSON Data Type	Mandatory	Possible Values	Default Value	Situations	Notes
			2 (InvalidRequestParameter)		The operationName does not match the above-mentioned operations.	
			3 (OperationForbidden)		The requesting user does not have the recording permissions required.	
			4 (InternalError)		If internal error occurs.	
			5 (Unauthorized)		The requesting user does not have the roles required.	
			6 (ResourceNotFound)		The recording for which to mark non-deletion cannot be found.	
statusMessage String		No	- Not specified. - A message providing information.	N/A		The statusMessage will provide more information about a failure if statusCode is not 0.

Example Request

```
# Mark voice recording d15a8bee-a720-4def-9674-0767e6fde196 and its screen recordings(if any)
for non-deletion
POST /recordings/d15a8bee-a720-4def-9674-0767e6fde196
{
  "operationName" : "applyNonDelete"
}
```

Example Response

```
200 OK
{
  "statusCode" : 0
}

400 BAD REQUEST
{
  "statusCode" : 2,
  "statusMessage" : "Parameter 'operationName' is invalid: The specified value is not
within valid range"
}

403 FORBIDDEN
{
  "statusCode" : 5,
  "statusMessage" : "Insufficient user roles."
}

403 FORBIDDEN
{
  "statusCode" : 3,
  "statusMessage" : "Insufficient recording permissions."
}

404 NOT FOUND
{
  "statusCode" : 6,
  "statusMessage" : "Requested recording [f2197c79-3304-4427-9e73-48a5a8903484] cannot be
found."
}

500 INTERNAL SERVER ERROR
{
  "statusCode" : 4,
  "statusMessage" : "Internal server error - please contact administrator."
}
```

Remove Non-Deletion from a Recording

Request URL	/recordings/<recid>		
HTTP Method	POST		
Required Roles	Administrator	- Supervisor - Agent	
Required Permissions	N/A	RECORDING_PERMISSION_UNAPPLY_NON_DELETE	

Payload						
Attributes	JSON Data Type	Mandatory	Possible Values	Default Value	Description	Notes

operationNameString	Yes	unapplyNonDeletion	N/A	Unmark a recording for non-deletion.	All the associated screen recordings at the time of the operation will also be updated.
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Response

Status Codes	Situations	Notes
HTTP Status		
200 OK	The recording(s) has been unmarked for non-deletion successfully.	
400 BAD REQUEST	The operationName does not match any of the possible values described above.	
403 FORBIDDEN	- The requesting user does not have the roles required. - The requesting user does not have the recording permissions required.	
404 NOT FOUND	The recording for which to unmark non-deletion cannot be found.	
500 INTERNAL SERVER ERROR	An internal error occurs.	

Attribute	JSON Data Type	Mandatory	Possible Values	Default Value	Situations	Notes
Payload						
statusCode	Integer	Yes	0 (Ok)	N/A	The recording has been unmarked for non-deletion.	
			2 (InvalidRequestParameter)		The operationName does not match any of the possible	

Attribute	JSON Data Type	Mandatory	Possible Values	Default Value	Situations	Notes
					values described above.	
			3 (OperationForbidden)		The requesting user does not have the recording permissions required.	
			4 (InternalError)		If internal error occurs.	
			5 (Unauthorized)		The requesting user does not have the roles required.	
			6 (ResourceNotFound)		The recording for which to unmark non-deletion cannot be found.	
statusMessage	String	No	- Not specified. - A message providing information.	N/A		The statusMessage will provide more information about a failure if statusCode is not 0.

Example Request

Use this operation to remove a voice recording's protection from deletion.

```
# Unmark voice recording d15a8bee-a720-4def-9674-0767e6fde196 and its screen recordings(if any) for non-deletion
POST /recordings/d15a8bee-a720-4def-9674-0767e6fde196
{
  "operationName" : "unapplyNonDelete"
}
```

Example Response

```
200 OK
{
  "statusCode" : 0
}

400 BAD REQUEST
{
  "statusCode" : 2,
  "statusMessage" : "Parameter 'operationName' is invalid: The specified value is not
within valid range"
}

403 FORBIDDEN
{
  "statusCode" : 5,
  "statusMessage" : "Insufficient user roles."
}

403 FORBIDDEN
{
  "statusCode" : 3,
  "statusMessage" : "Insufficient recording permissions."
}

404 NOT FOUND
{
  "statusCode" : 6,
  "statusMessage" : "Requested recording [f2197c79-3304-4427-9e73-48a5a8903484] cannot be
found."
}

500 INTERNAL SERVER ERROR
{
  "statusCode" : 4,
  "statusMessage" : "Internal server error - please contact administrator."
}
```