Genesys Interaction Recording Solution Guide

Recording Methods

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Recording Methods

Contents

This section describes the recording methods used by Genesys Interaction Recording. For more information about configuring SIP Server settings for GIR, see Deploying SIP Server for GIR.

Full-time Recording or Total Recording

To start recording based on static DN-level settings, set the **[TServer] record** parameter to `true` in any of the following:

- Extension or ACD Position DN for agent-side recording—The recording will be stopped when the call is transferred to a different agent.
- Agent Login for agent-side recording

> ### Important
> Not supported for deployments using SIP Cluster.

- Trunk Group DN to record IVR interaction—The recording will be stopped when the IVR hands-off the call to an agent.
- Voice Treatment Port DN to record GVP interaction

When the recording is paused, the recording file is padded with silence for the duration of the period.

Selective Recording

To enable selective recording, configure the following:

Configure the **TRouteCall** request in the routing strategy to include the key **record**, with the value:

- `destination`—Starts destination recording.

Recording can be stopped immediately by using the following value for the key **record**:

- `disable_destination`—Turns off destination recording.

For an inbound or outbound call, `destination` corresponds to agent-side recording.

For agent recording, recording stops when the agent transfers the call, unless recording is setup on the new routing point.

You can also add the following optional key-value pairs in the extensions:

- `id`—A string used to add an identifier to the recording session; must be globally unique. If not configured, Media Server constructs a unique identifier itself.

- `dest`—A string used to override the default location of the recording to be imported to SpeechMiner (see Configure GVP and Configure the SpeechMiner components).

When the recording is paused, the recording file is padded with silence for the duration of the period.

Dynamic Recording

A T-Library client that is registered with a DN can send a **RequestPrivateService** to start, pause, resume, and stop a recording. The client must include recording-related parameters in the **RequestPrivateService** request that it sends to SIP Server. Note that if a recording is triggered due to Full-time Recording or due to Selective Recording, it can still be controlled using the **RequestPrivateService** request.

When the recording is paused, the recording file is padded with silence for the duration of the period.

To control dynamic recording with **TPrivateService**, the request uses the following parameters:

Attribute	Value
PrivateMsgID	Specifies the type of recording operation to be performed: • `GSIP_RECORD_START (3013)`—Starts the recording. • `GSIP_RECORD_STOP (3014)`—Stop the recording. • `GSIP_RECORD_PAUSE (3015)`—Pause the recording. • `GSIP_RECORD_RESUME (3016)`—Resume the recording.
ThisDN	Specifies the DN on behalf of which the recording operation is requested. This DN must be registered by the T-Library client
ConnectionID	References the ID for the call that is currently being recorded.

Extensions	Specifies key-value pairs used to control the recording session:
	
	• `record`—Set to source or destination.
	
	• `partitions`—Set the list of partitions to be assigned for this recording. The list is comma delimited.
	
	These parameter will appear in the recording session.For example,
	
	`AttributeExtensions...`
	`'record' 'source'`
	`'partitions' 'sales'`

Attribute	Value
Reasons	Specifies any reasons. Processed the same as for all other T-Library requests.

> ## Important
> When an Agent is configured to capture screen recordings, and he/she starts, stops, pauses, and resumes voice calls, the screen recordings will do the same.