Genesys Interaction Recording Solution Guide

Deploying Genesys Voice Platform for GIR

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Contents

Genesys Voice Platform (GVP) provides the media services, including IVR, that GIR needs to record contact center interactions.

Installing GVP

Install and configure the GVP solution as described in the GVP 8.5 Deployment Guide. You can learn more about GVP here.

Configuring GVP

GVP uses four components and functions that require additional configuration to enable recording for GIR:

- Resource Manager
- IVR Profile
- Logical Resource Group
- Media Control Platform (MCP)

Resource Manager

1. In the GVP Resource Manager application, configure the following parameters:

Section Name	Parameter Name	Value
rm	conference-sip-error-respcode	Set to `503`.
	resource-unavailable-respcode	Set to `603`
monitor	sip.proxy.releaseconfonfailure	Set to `false`.

2. For each GVP shared tenant, a separate tenant is required by Resource Manager. Create a gateway resource for each tenant RM tenant using the SIP Server source address.

IVR Profile

> **Important**
>
> By default the profile named `record` is used for recording purposes. For IVR recording, the recording parameters associated with the `record` profile are combined with the existing IVR profile that is used for the IVR functionality. For additional information, refer to IVR Recording.

1. In Genesys Administrator Extension, navigate to **Configuration > Voice Platform**, select **Voice**

Platform Profiles, and click **New**.

2. On the **General** tab, enter the following parameters:
   - **Name** (Genesys recommends naming it `record`)
   - **Display Name**
   - **Description**
3. On the **Options** tab,
   - Configure for basic authorization:
     - In the **[gvp.service-parameters]** section, set the **recordingclient.callrec_authorization** parameter to `fixed,rp_username:rp_password`.

> **Important**
>
> The `rp_username:rp_password` value must be the same username and password that are configured for authorization in the Recording Processor Script or Voice Processor. For more information, see Recording Processor Script or Voice Processor.

   - Configure the following in the **[gvp.service-parameters]** section to set the bitrate and to determine if MP3 recording is mono or stereo:
     For 8 kbit/s mono:
     Set the recordingclient.gvp.config.mpc.mp3.bitrate parameter to fixed,8.
     Set the recordingclient.channels parameter to fixed,1.
     For 16 kbit/s stereo:
     Set the recordingclient.gvp.config.mpc.mp3.bitrate parameter to fixed,16.
     Set the recordingclient.channels parameter to fixed,2.
     For 32 kbit/s stereo:
     Set the recordingclient.gvp.config.mpc.mp3.bitrate parameter to fixed,32.
     Set the recordingclient.channels parameter to fixed,2.
4. On the **Recording** tab, add the Recording Certificates, and set the parameters. **[+] Show the table describing the parameters.**

Section	Parameter Name	Description
Recording Destinations	Storage Destination	The path for recording storage on the WebDAV Server. For example, `http://<webdav>/recordings`.
	Storage HTTP Authorization Header	The credentials for the WebDAV Server. The format is `username:password`. This field is visible only if the Storage Destination begins with either `http` or `https`.
	Recording Processor URI	The URI that MCP uses to post the metadata of the audio recording after the recording is complete. MCP uses HTTP POST to send the metadata to the Recording Processor or Voice Processor. The format for this

Section	Parameter Name	Description
		parameter is: `http://<Recording Processor Host>/api/contact-centers//recordings/`. **Note:** The value for the URI must always end with a forward slash (/).
	SpeechMiner Interaction Receiver	Specifies the URL that points to the SpeechMiner Interaction Receiver responsible for accepting metadata from the Recording Processor Script or Voice Processor for this profile, for example, `http://<SpeechMiner Host>/interactionreceiver`.
	SpeechMiner Interaction Receiver Authorization Header	Specifies the credentials required to connect to the SpeechMiner Interaction Receiver used by the Recording Processor Script or Voice Processor associated with this profile. The format is `username:password`, where the username and password are the Interaction Receiver credentials. **Note:** The user and password value must be the same as the username and password configured in both of the following sections: • Configuring SpeechMiner settings in RWS. • Step 5 of Configuring SpeechMiner users.
Speech Analytics Parameters **Note:** Leave these parameters empty unless you have purchased and enabled speech analytics mode on SpeechMiner; otherwise, recording may not operate correctly.	SpeechMiner Destination	Specifies the URL that points to the SpeechMiner Interaction Receiver responsible for accepting analytics files for this profile, for example, `http://<SpeechMiner Host>/interactionreceiver`. This is an optional parameter and should be left empty if speech analytics is not enabled.
	SpeechMiner HTTP Authorization Header	Specifies the credentials required to connect to the SpeechMiner Interaction Receiver used for accepting analytics files for this profile. The format is

Section	Parameter Name	Description
		`username:password`, where the username and password are the Interaction Receiver credentials for analytics. This field is visible only if the SpeechMiner Destination begins with either `http` or `https`.
Additional Recording Parameters	Recording Storage MIME Type	The audio file type used for the storage recording. Set to `audio/mp3`.
	Recording Alert Tone Source (Optional)	The URI of the audio tone. For example, `http://example.com/tone.wav`.
Recording File Name Template	File Name Template	Specifies the name of the template used for generating the MSML recording. When left blank, the default value is `$id$`. Choose any, or all of the following parameters: • **ID**—The unique identifier of the template. • **Date Time**—The date and time of the call in which the recording is started. The date and time is sent in ISO format with UTC time. The ISO format is YYY-MM-DDTHH:MM:SSZ • **MCP Date Time**—The local date and time of the call in which the recording is started. The local time follows the MCP instance where the recording is taking place. • **SIP Server Application Name**—The SIP Server application name in which the recording is started. • **Call UUID**—The call UUID of the call in which the recording is started. • **ANI**—The ANI information of the call in which the recording is started. • **Connection ID**—The TLib Connection ID of the call in

Section	Parameter Name	Description
		which the recording is started. • **DNIS**—The DNIS information of the call in which the recording is started. • **Agent ID**—The agent ID of the DN of the call in which the recording is started. If the recording has not started because the DN or Agent ID has not logged in, this parameter will not be present. For example, if **DNIS**, **ANI** and **Agent ID** are selected, the File Name Template is set to `$dnis$_$ani$_$agentId$`. **Note:** Using too many parameters could exceed the 260 characters limit for a Windows file name.

Using multiple locations

A Recording IVR profile enables you to set up a separate voice recording storage location, per data center location, based on the SIP Server geo-location. To use this functionality, create a separate IVR Profile for each geo-location, as follows:

1. Set the following parameters in the **[gvp.general]** section:
   - **service-type**=`record`
   - **geo-location** (that is, the geo-location that identifies SIP Server location).
2. For each new IVR Profile configure separate Recording Destinations:
   - Storage Destination: Set to the recording storage location for the corresponding data center.
   - Recording Processor URI: Set to the Recording Processor or Voice Processor address for the corresponding data center.
   - SpeechMiner Interaction Receiver: Set to the SpeechMiner Interaction Receiver in the primary data center.

For additional information about multiple data center locations, refer to the Multiple data center locations page.

Logical Resource Group

A single Media Control Platform (MCP) pool can be used to provide all types of media services including call recording. A dedicated Logical Resource Group can also be used for call recording.

1. Modify a Logical Resource Group to include call recording:
   - Set the **service-types** option to `voicexml;conference;announcement;cpd;media;recordingclient`.
2. Create a new Logical Resource Group. In the **[gvp.lrg]** section, set the following parameters:

Parameter Name	Value
service-types	`recordingclient`
load-balance-scheme	`round-robin`
monitor-method	`option`
port-usage-type	`in-and-out`
resource-confmaxsize	`-1`

> **Important**
>
> If using a dedicated Logical Resource Group, ensure that the `recordingclient` value is removed from the MCP pool's **service-types** parameter. For example, set the service type to `voicexml;conference;announcement;cpd;media`.

Media Control Platform

1. Ensure that the Media Control Platform (MCP) instances are included on the **Connections** tab of the Resource Manager Application object.
2. In the **[mpc]** section, set the **default_audio_format** parameter to `ULAW`, or `ALAW`, depending on the G711 settings.
3. In the **[mpc]** section, set the **mediamgr.recordwritetimeinterval** parameter to 10000 (10 seconds). The default value is 1000 milliseconds(1 second).
4. In the **[mpc]** section, set the **recordpostretrybackoff** parameter based on the time required to initialize the Recording Processor Script (RPS) or Voice Processor, which depends on the number of agents in the deployment, and how long it takes to retrieve agent information from the configuration environment through the Configuration Server. The initialization time can be determined by examining the RPS log or Voice Processor log and looking for an entry containing "`INFO Recording processor is listening on`" which indicates that the RPS or Voice Processor is fully initialized. Genesys recommends that the value be set to approximately half the time required for this initialization to complete. For example, if it takes 200 seconds for RPS or Voice Processor initialization to complete, **recordpostretrybackoff** should be set to 100 seconds. Note that this parameter is specified in milliseconds.

> **Important**
>
> - When assigning the MCP(s) for handling call recording, the IP address and Port must match the details of the MCP. Set the **max ports** option to double the number of calls that you want to handle with the MCP. One port is used per stream in the call, one for

the customer leg and one for the caller leg. If **max ports** is set to `1000`, the MCP can handle 500 calls.

- If screen recording is used, make sure the clock is synchronized to the same time as the agent desktop machines where the Screen Recording Service is installed.
- The **[mpc].recordnumparallelpost** parameter is set to 30 by default and it does not need to be changed during normal operation. However, in a scenario where MCP is posting high number of files to Recording Processor Script (RPS) or Voice Processor and WebDAV, it is recommended to set the value of this parameter based on the sizing calculation: *value2*/*value1*
  where:
  - *value1*: The number of concurrent uploads the WebDAV is able to handle
  - *value2*: The number of recordings that MCP will be posting to WebDAV

For more information about the GVP and Media Server options, see the Media Control Platform.