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Genesys Interaction Recording Solution Guide

Deploying Workspace Desktop Edition for GIR

12/19/2025

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You can use the Workspace Desktop Edition (formerly known as Interaction Workspace) for GIR as the agent's desktop.

Installing Workspace Desktop Edition

To install and configure the Workspace Desktop Edition, see the [Workspace Desktop Edition 8.5 Deployment Guide](#). You can learn more about the desktop [here](#).

Configuring Workspace Desktop Edition

In addition to the configuration described in the deployment guide, you must configure the Workspace Desktop Edition as follows:

1. Set the MSML recording parameters:

Parameter Name	Value
<code>active-recording.voice.recorder-uri</code>	Leave empty. The file recording destination is configured through the GVP IVR Profile.
<code>active-recording.voice.recording-type</code>	MSML

2. Configure the desktop to attach data:

- In the `interaction-workspace` section, set `interaction.case-data.format-business-attribute=CaseData` where `CaseData` is the name of the Business Attributes object that contains a list of attributes that are the attached data keys.

To allow integration with the Screen Recording Client, see:

[Integrating with Workspace Desktop Edition](#)