GENESYS™

Genesys Interaction Recording Help

Genesys Interaction Recording 8.5.2

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Genesys Interaction Recording Help

The Genesys Interaction Recording Help is a Genesys Administrator Extension (GAX) plug-in application that enables you to manage and enable Voice and Screen Recording certificates.

This guide describes the following:

- Managing Recording Certificates
- Enabling Call Recording (Audio)
- Working with Recording Lifecycle Scheduler

Recording Certificate Overview

The Genesys Interaction Recording Key Management System has three responsibilities:

1. Provision public and private keys for each tenant.
2. Store the private key securely in encrypted form in a database.
3. Decrypt the recorded audio or screen recording file using the encrypted session key that is associated with the recording.

This section describes how to manage the Recording Certificates in your Genesys Interaction Recording solution.

- Manage Recording Certificates
- Enable Screen Recording
- Enable Audio for Voice Recording

Recording Certificates List

A Recording Certificate binds a public encryption key to a particular recorded message identity.

This screen displays the list of defined Recording Certificates. To refresh the list at any time, click **Refresh**. Click a Recording Certificate in the list to display its details.

To filter the contents of this list, type the name or partial name of the object in the **Quick Filter** field.

To sort the Recording Certificates, click a column heading. Click the heading a second time to reverse the order.

You can perform the following tasks on this screen:

- Upload new certificates.
- Delete certificates.

Uploading Recording Certificates

To upload a new certificate:

1. In the header, go to **Administration > Certificates**.
2. On the **Recording Certificates** panel, click **Upload**.
3. On the **Upload Certificate** panel, in the **Certificate File** section, click **Choose File**.
4. Select the appropriate file. This file must contain an X.509 RSA certificate in PEM format. The **Subject Name**, **Serial Number**, **Subject DN**, **Issuer DN** fields automatically populate.
5. In the **Key File** section, click **Choose File**.
6. Select the appropriate file. The file must contain an RSA private key in PEM format. The encoding can be in either Openssl RSA private key, or PKCS8 format. The **Details** field automatically populates.
7. Enter the **Private Key Password**.
8. Do one of the following:
    - To save the new certificate, click **Save**.
    - To cancel the new certificate and not save it in the database, click **Cancel**.

Deleting Recording Certificates

You can delete Recording Certificates that have a **Deployed Count** of 0. To delete a certificate:

1. In the header, go to **Administration > Certificates**.

2. On the **Recording Certificates** panel, select the radio button to the left of the certificate you want to delete.

3. Click **Delete**.

4. In the **Please Confirm** dialog box, do one of the following:

    *   To remove the certificate from the database, click **OK**.

    *   To keep the certificate and not remove it from the database, click **Cancel**.

> ## Important
> You cannot delete any certificate that has a **Deployed Count** greater than zero.

Screen Recording Certificates List

The Screen Recording Certificates page enables you to manage the certificates for screen recording encryption. You can perform the following actions:

- Assign new certificates.
- Remove certificates.

Assigning Screen Recording Certificates

To assign a new certificate:

1. In the header, go to **Administration > Screen Recording Certificates**.
2. On the **Screen Recording Certificates** panel, click **Add**.
3. From the **Select Certificate** window, perform one of the following actions:
    - Select the check box next to the appropriate certificate, and click **Add**.
    - Click **Cancel** to discard any changes.
4. Perform one of the following actions:
    - Click the **Save** button to accept the changes.
    - Click the **Cancel** button to discard the changes.

Removing Screen Recording Certificates

To remove a Recording Certificate, perform the following actions:

1. In the header, go to **Administration > Screen Recording Certificates**.
2. On the **Screen Recording Certificates** panel, select the check box next to the certificate that you want to remove.
3. Click **Remove**.
4. Perform one of the following actions:
    - Click the **Save** button to accept the changes.
    - Click the **Cancel** button to discard the changes.

Recording Certificates Details

This screen displays the details of the Recording Certificate that was selected on the **Recording Lists** screen.
The following table describes the fields:

Issued To:	The name of user to which the certificate was delivered.
Valid:	The date and time range to which the certificate is available for use.
Subject DN	Specifies the attributes of the DN (Distinguished Name) for the entity (the subject) that's being issued the certificate. • Common Name—The name of the Relative Distinguished Name (RDN). For example, cn=John Doe. • Email—The email address of the RDN. • Organization—The name of the RDN's company of employment. • Location—The physical location of the RDN. • State—The state where the RDN resides. • Country—The country where the RDN resides.
Issuer DN	Specifies the attributes of the DN (Distinguished Name) for the entity (the issuer) that issued the certificate. • Common Name—The name of the RDN. • Email—The email address of the RDN. • Organization—The name of the RDN's company of employment. • Location—The physical location of the RDN. • State—The State where the RDN resides. • Country—The country where the RDN resides. • Serial No.—The unique identifier of the Recording Certificate.
Deployed Count:	Specifies the number of IVR Profiles that uses this Recording Certificates.

> **Important**
>
> Click **Delete** to remove the certificate. You can delete only those certificates that have a **Deployed Count** of zero (0).

Enable Call Recording (Audio)

This section describes how to enable audio for voice recordings for your Genesys Interaction Recording solution.

The **Recording** tab enables you to manage the recordings for the object. You can perform the following actions:

- Add a certificate
- Remove a certificate
- Set the Recording Destinations.
- Set the Recording Parameters.
- Create the Recording File Name Template.

Recording Tab

The **Recording** tab enables you to manage the recordings for the object. You can perform the following actions:

- Add a certificate
- Remove a certificate
- Set the Recording Destinations.
- Set the Recording Parameters.
- Create the Recording File Name Template.

Adding a Recording Certificate

To add a **Recording Certificate**, perform the following actions:

1. In the header, navigate to **Configuration > System > Configuration Manager**.
2. Under **Voice Platform**, select **Voice Platform Profiles**.
3. Click the IVR Profile to which you want to add the certificate.
4. Select the **Recording** tab.
5. In the **Recording Certificates** section, click **Add**.
6. From the **Select Certificate** window, perform one of the following actions:
   - Select the check box next to the appropriate certificate, and click **Add**.
   - Click **Cancel** to discard any changes.
7. Perform one of the following actions:
   - Click the **Save** button to accept the changes and return to the Voice Platform Profiles list.
   - Click the **Apply** button to accept the changes and return to the Voice Platform Profiles list.
   - Click the **Cancel** button to discard the changes.

Removing a Recording Certificate

To remove a **Recording Certificate**, perform the following actions:

1. In the header, navigate to **Configuration > System > Configuration Manager**.
2. Under **Voice Platform**, select **Voice Platform Profiles**.
3. Click the IVR Profile to which you want to remove the certificate.

4. Select the **Recording** tab.

5. In the **Recording Certificates** section, select the check box next to the certificate that you want to remove.

6. Click **Remove**.

7. Perform one of the following actions:

   • Click the **Save** button to accept the changes and return to the Voice Platform Profiles list.

   • Click the **Apply** button to accept the changes and return to the Voice Platform Profiles list.

   • Click the **Cancel** button to discard the changes.

Set the Recording Destinations

To set the **Recording Destinations**, perform the following actions:

1. In the header, navigate to **Configuration > System > Configuration Manager**.

2. Under **Voice Platform**, select **Voice Platform Profiles**.

3. Click the IVR Profile to which you want to create the recording file template.

4. Select the **Recording** tab.

5. In the **Recording Destinations** section, enter the values for the required destination parameters.

6. Perform one of the following actions:

   • Click the **Save** button to accept the changes and return to the Voice Platform Profiles list.

   • Click the **Apply** button to accept the changes and return to the Voice Platform Profiles list.

   • Click the **Cancel** button to discard the changes.

Set the Additional Recording Parameters

The **Additional Recording Parameters** section enables you to apply audio tones to your recording.

To set the **Recording Parameters**, perform the following actions:

1. In the header, navigate to **Configuration > System > Configuration Manager**.

2. Under **Voice Platform**, select **Voice Platform Profiles**.

3. Click the IVR Profile to which you want to create the recording file template.

4. Select the **Recording** tab.

5. In the **Additional Recording Parameters** section, select the required parameters.

6. Perform one of the following actions:

   • Click the **Save** button to accept the changes and return to the Voice Platform Profiles list.

- Click the **Apply** button to accept the changes and return to the Voice Platform Profiles list.

- Click the **Cancel** button to discard the changes.

Create the Recording File Name Template

The **Recording File Name Template** section enables you to override the `recording-filename` option in the `TServer` section of the SIP Server Application if it is already set.
To create the **Recording File Name Template**, perform the following actions:

1. In the header, navigate to **Configuration > System > Configuration Manager**.

2. Under **Voice Platform**, select **Voice Platform Profiles**.

3. Click the IVR Profile to which you want to create the recording file template.

4. Select the **Recording** tab.

5. In the **Recording File Name Template** section, select the required recording parameters.
   The **File Name Template** field will populate with the parameters selected. For example, if you
   select **ID**, **ANI**, and **Connection ID**, the **File Name Template** will populate as id_ani_$connId$.

> **Important**
>
> There is a 260 character limit for the resulting file name from the template

.

6. Perform one of the following actions:

   - Click the **Save** button to accept the changes and return to the Voice Platform Profiles list.

   - Click the **Apply** button to accept the changes and return to the Voice Platform Profiles list.

   - Click the **Cancel** button to discard the changes.

Recording Parameters

The following table describes the recording parameters on the **Recording** tab. Those parameters that contain a red asterisk (*) with the **Parameter Name** are mandatory.

Parameter Name	Description
Recording Destinations Section	
Storage Destination	The path to the first recording destination. For example, `http://testing.com`.
SpeechMiner Destination	The path to the SpeechMiner recording destination. For example, `S3:bucket_test`.
Storage HTTP Authorization Header *	The authentication for the first destination of the recorder. The format is `username:password`, where `username` and `password` are the webserver credentials. This field is visible only if the **Storage Destination** is 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. The format for this parameter is: `http:// <Recording Processor Host>/api/contact-centers/<Contact Center Domain Name>/recordings`.
SpeechMiner AWS Access Key ID	Specifies the Amazon Web Services (AWS) Access Key Id used for building the authorization header to allow access to the Amazon S3 cloud. **Note:** This field is required if the **SpeechMiner Destination** field is set to S3 (Amazon Cloud).
SpeechMiner AWS Secret Access Key	Specifies the AWS Secret Access Key Id used for building the authorization header to allow access to the Amazon S3 cloud. **Note:** This field is required if the **SpeechMiner Destination** field is set to S3 (Amazon Cloud).
SpeechMiner Interaction Receiver	Specifies the URL that points to the SpeechMiner service responsible for accepting metadata from the Recording Processor script for this profile.
SpeechMiner Interaction Receiver Authorization Header	Specifies the authorization information required to connect to the SpeechMiner serviced used by the Recording Processor Script. The format is `username:password`, where the username and password are the webserver credentials.
Additional Recording Parameters Section	
Recording Storage MIME Type	The audio file type used for the storage recording. You can choose either `audio/wav` or `audio/mp3`.

Parameter Name	Description
Recording Alert Tone Source	The URI of the audio tone. For example, `http://example.com/tone.wav`.
Audio Indicator Interval (milliseconds) *	The length of time, in milliseconds, between playing the audio tone. This is a mandatory parameter if the **Recording Alert Tone Source** parameter is defined, otherwise no audio tone is applied. The minimum accepted value is 1500 (if a smaller value is specified, 1500 is used). In addition, if the **Frequency of Recording Alert Tone** parameter is not present, MCP applies the default value of 30000 instead of not applying tone.
MP3 Encoding Bitrate(kbps) *	The compression rate for MP3 recording files. **Note:** This filed is visible only if `audio/mp3` MIME Type is selected.
Recording File Name Template Section	
$sipsAppName$	The SIP Server application name in which the recording is started.
ani	The ANI information of the call in which the recording is started.
$dnis$	The DNIS information of the call in which the recording is started.
$dateTime$	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 where: • YYYY—The year with four digits. • MM—The month with two digits. • DD—The day with two digits. • T—The standard delimiter. • HH—The hour with two digits. • MM—The minutes with two digits. • SS—The seconds with two digits. • Z—The standard delimiter.
$callUuid$	The call UUID of the call in which the recording is started.
$connID$	The TLib Connection ID of the call in which the recording is started.
$agentID$	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.

Parameter Name	Description
$MCPDateTime$	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.

Recording Lifecycle Scheduler

The Recording Lifecycle Scheduler enables you to create rules and tasks for easier management of your voice and screen recordings.

Using the Recording Lifecycle Scheduler

1. Using Genesys Administrator Extension, navigate to **Administration > Recording Lifecycle Scheduler**. The **Recording Lifecycle Scheduler Nodes** screen appears.

> ## Important
> When configuring the Recording Lifecycle Scheduler for a specific tenant, you must log into GAX using a user account belonging to the tenant.

This screen lists the Interaction Recording Web Services node paths (or Web Services node paths if you're using version 8.5.210.02 or earlier), and the rules associated with each.

2. Select the **GWS Node Path** to view the details of the rules applied to the node.

Creating a Rule

1. From the **Recording Lifecycle Scheduler Rules** window, click ✛ to open the **Rule Details** dialog:

2. Enter **Name**.

3. Select **Enabled**.

4. Select the time, in UTC, to run the rule.

5. To add a new task to the rule, click ✛. The **New** dialog appears:

Task idx-1   ✕

Type *   Purge ⌄

Filters

Recording Type *   Call Type   ⓘ

Voice ⌄   Inbound ⌄

MIN Age (days)   ⓘ   MAX Age (days)   ⓘ

2   3

\+   Add Include Label

Include Label   testlabel 3 for disp ⌄

\+   Add Exclude Label

Exclude Label   testlabel 4 display ⌄

\+   Add Attached Data

Attached Data Key   Value

key   value

Parameters

☑ Next Task ⓘ   ☑ Include Screen Recordings ⓘ

OK   Cancel

> ## Important
>
> Only HTML supported characters are allowed in the fields, **Attached Data Key** and **Value**.

6. Select the **Recording Type**.

7. If you choose Voice for the **Recording Type**, select the **Call Type**.

8. Select the labels from the **Include Label** or **Exclude Label** list. When an include label is added, the task will run against only the recordings that contain the label. When an exclude label is added, the task will exclude all the recordings that contain the specified label. Click **Add Include Label** or **Add Exclude Label** to add an include or exclude label field.
   Note: Applicable only when **Recording Type** is Voice.

9. Fill in the **Filters** including the attached data if required (select   ✚ Add Attached Data   for each key/value pair required).

10. Fill in the **Parameters**. For more information about Filters and Parameters, see Recording Lifecycle Scheduler Parameters.

11. Click **OK**.

> ## Important
>
> Recordings that are protected from deletion (using the Non-Deletion API or SpeechMiner) will not be deleted by Media Lifecycle Management purge tasks.

What Else Can You Do With Tasks?

• To move the order of the task in the **Rules Details** window, select one of the directional arrows.

• To delete the task, click 🗑 .

• To edit the task, click ✏ .

Recording Lifecycle Scheduler Parameters

The following table lists and describes the settings and parameters for each Recording Lifecycle Scheduler screen:

Screen	Parameter	Description	Default Value	Example Value
Recording Lifecycle Scheduler Nodes	RWS Node Path	Path to the Interaction Recording Web Services node (or Web Services node if you're using version 8.5.210.02 or earlier).	Empty	/US/CA
	Rules	List of rules that are applied to the Interaction Recording Web Services node (or Web Services node if you're using version 8.5.210.02 or earlier).	Empty	`Test,Enabled, Every day at 01:00:00:` backup, range: 1 to 2 days old, voice, Parameters:location=file://Myfiles;execute
Recording Lifecycle Scheduler Rules	Name	Name of the rule.	Empty	`BackupRule`
	Enabled	Indicates if the Rule is enabled.	Unchecked	
	Schedule	Specifies the time, in UTC, when the Rule will execute.	Empty	`Every day at 01:00:00`
	Tasks	Specifies the list of tasks that are included in the Rule.	Empty	`backup, range: 1 to 2 days old, voice, Parameters: location=file://Myfiles;exec`
Rule Details	Name	Name of the Rule.	Empty	`Backup Rule`
	Enabled	Indicates if the Rule is enabled for the node.	Unchecked	
	Repeat Daily At:	Specifies the time, in UTC, when the Rule will execute.	`00:00:00`	`00:01:00`
	Tasks	Specifies the list of tasks that included with the Rule.		
Task	Type	Task type (purge or backup).	Backup	`Backup`
	Recording Type	Type of recording	You can choose	`Voice`

Screen	Parameter	Description	Default Value	Example Value
		file.	either `voice` or `screen`.	
	Call Type	The type of voice call. **Note:** This field is visible only if you select `Voice` for **Recording Type**. See the Important notes at the bottom of the table for more information.	You can choose from `Inbound`, `Outbound`, `Internal`, `Consult`, `Unknown` or `NotSet`.	Inbound
	MIN Age	Specifies the minimum age, in days, of the recording files. Recordings that are older than MIN Age will be considered by the backup or purge task. The time range of the task is from "task start time - MAX Age" to "task start time - MIN Age". Both the start time and stop time for recordings to be processed by the task must be within this range. If MIN Age is set to 0, the task selects recordings with a minimum age of 0. See the Important notes at the bottom of the table for more information.	0	30
	MAX Age	Specifies the maximum age, in days, of the recording files. Recordings that are newer than MAX Age will be considered by the backup or purge task. The time range of the task is from "task start time - MAX Age" to "task start time -	0	40

Screen	Parameter	Description	Default Value	Example Value
		MIN Age". Both the start time and stop time for recordings to be processed by the task must be within this range. If MAX Age is set to 0, the task selects recordings with an unrestricted maximum age. See the Important notes at the bottom of the table for more information.		
	Include Label	Specifies the display name of a label which must be associated with a recording for the task to apply for that recording. **Note:** This field is visible only if you select Voice for **Recording Type**.	Empty	`label_evaluated`
	Exclude Label	Specifies the display name of a label which must not be associated with a recording for the task to apply for that recording. **Note:** This field is visible only if you select Voice for **Recording Type**.	Empty	`label_keep_for_now`
	Attached Data Key	Specifies the attached data key.	Empty	`keep_recording`
	Value	Specifies the attached data value.	Empty	`true`
	Parameters • **Location**: Specifies the URL to where the backup/archive files are to be stored. The URL must start with `file://`. If not specified, the recording files are exported to the location specified in the server settings.			

Screen	Parameter	Description	Default Value	Example Value
		Warning If the useFullPathInMediaFileBackup option in the **application.yaml** file is set to true on the node performing the backup task, unzipped backup tasks cannot point to a remotely mounted Windows directory. • **Next Task**: Specifies whether to continue executing the next task if the current task fails. This parameter is not enabled by default. • **Include Screen Recording**: If enabled, after filtering the voice recordings, the same action (purge or backup) is executed on the corresponding screen recording. This parameter is not enabled by default. • **Backup in zipped format**: Select to specify zipped backups. Clear for unzipped backups. (Available only if the Type is Backup.) This parameter is enabled by default.		

Important

- For customers who use the scan and scroll feature, MIN Age cannot be zero.

- MIN Age and MAX Age are optional parameters but not at the same time; a value must be set for either MIN Age or MAX Age. Also, do not set both MIN Age and MAX Age to 0 at the same time.

- It is recommended not to create 1 day (MAX Age (days) - MIN Age (days) = 1) Media Lifecycle Scheduler rules for backup, purge, or backup then purge tasks because these tasks do not find and process recordings that bridge their scheduled time of day. You must create the rules to begin before the rule schedule time of day and end after the rule schedule time of day. For example:

  - For backup-only rules, create a 2 day rule. Note that this will back up most recordings on two sequential days requiring nearly double the storage space.

  - For purge rules, create a 2 day rule. Recordings that were missed the first day will be deleted the second day.

  - For backup then purge rules, create 2 day rules for both tasks. Recordings that were missed the first day will be backed up and then deleted the second day.

- When the **Call Type** field is left blank (no value is set), the rule acts on recordings of all call types (Inbound, Outbound, Internal, Consult, {{Unknown}} and when no call type is set within the recording).

- When the **Call Type** field is specified as NotSet, the rule acts only on recordings that have no call type set.

You can read details about archiving here: Lifecycle Management Archive Structure and Metadata