Genesys Interaction Recording Solution Guide

Appendixes

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Appendixes

The follow sections provide examples and supplementary information that can help you configure your Genesys Interaction Recording solution.

- Example Solution Definition SPD File
- Disk Storage Recommendations
- Sample Certificate and Key File Generation
- Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) Group Settings
- Creating Folder Hierarchy for Recording Storage
- Agent Hierarchy Examples
- Secure Transport Configuration
- Recovering Metadata for SpeechMiner
- Automated Recovery of Recordings
- Troubleshooting
- Understanding Genesys Interaction Recording
- Minimum Recommended Versions
- GIR Alarms