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# Genesys Interaction Recording Solution Guide

Recording Methods

# Recording Methods

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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	<p>Specifies the type of recording operation to be performed:</p> <ul style="list-style-type: none"> <li>• <b>GSIP_RECORD_START (3013)</b>—Starts the recording.</li> <li>• <b>GSIP_RECORD_STOP (3014)</b>—Stop the recording.</li> <li>• <b>GSIP_RECORD_PAUSE (3015)</b>—Pause the recording.</li> <li>• <b>GSIP_RECORD_RESUME (3016)</b>—Resume the recording.</li> </ul>
ThisDN	<p>Specifies the DN on behalf of which the recording operation is requested. This DN must be registered by the T-Library client</p>
ConnectionID	<p>References the ID for the call that is currently being recorded.</p>
Extensions	<p>Specifies key-value pairs used to control the recording session:</p> <ul style="list-style-type: none"> <li>• <b>record</b>—Set to source or destination.</li> <li>• <b>partitions</b>—Set the list of partitions to be assigned for this recording. The list is comma delimited.</li> </ul> <p>These parameter will appear in the recording session.For example,</p> <pre>AttributeExtensions... 'record' 'source' 'partitions' 'sales'</pre>

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.