Genesys Interaction Recording Solution Guide
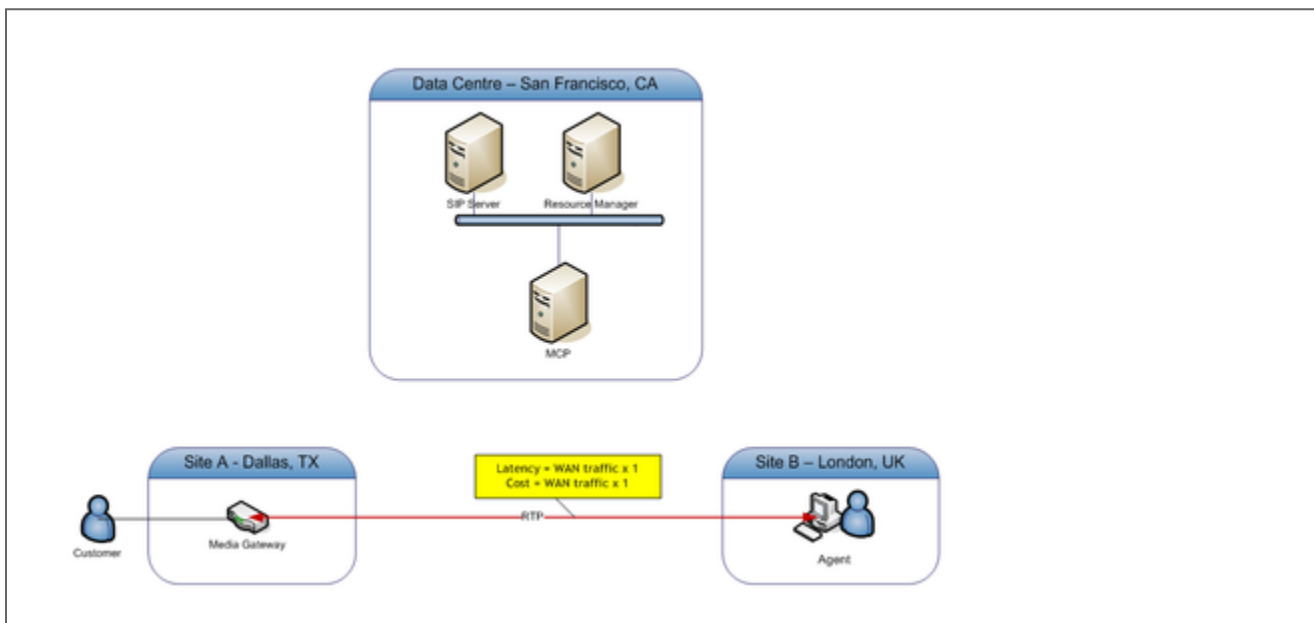
Geo-Location

4/2/2025

Geo-Location

The Genesys Interaction Recording solution uses geo-location to provide a deployment using multiple data centers with the capability to select specific pools of Media Control Platform instances that are located at specific sites with specific recording storage, specified through an IVR Profile.

Geo-location support provides a multiple data center deployment with the capability to select specific pools of MCPs that are located at specific sites, with appropriate storage. The main motivation for selecting specific MCPs is either to minimize WAN traffic or to minimize the latency introduced to a conversation when recording is enabled.
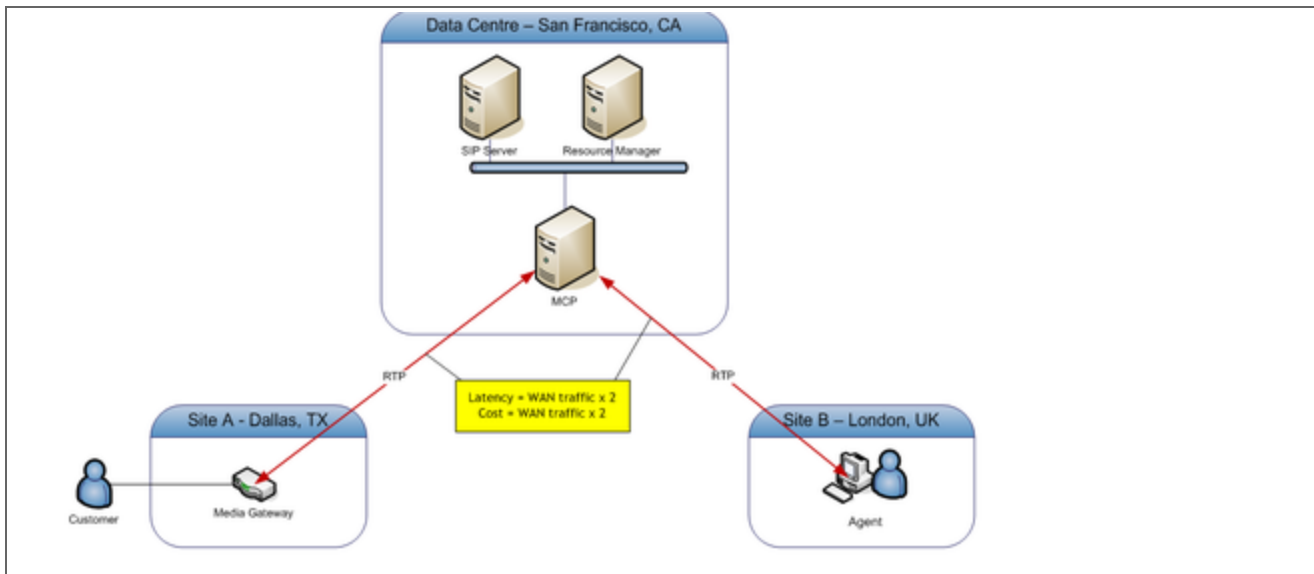
No Recording

Customer and Agent Call Across the WAN with No Recording

In a typical scenario, the customer might be calling into a contact center site with a media gateway, and the agent is located in a different site from the media gateway.
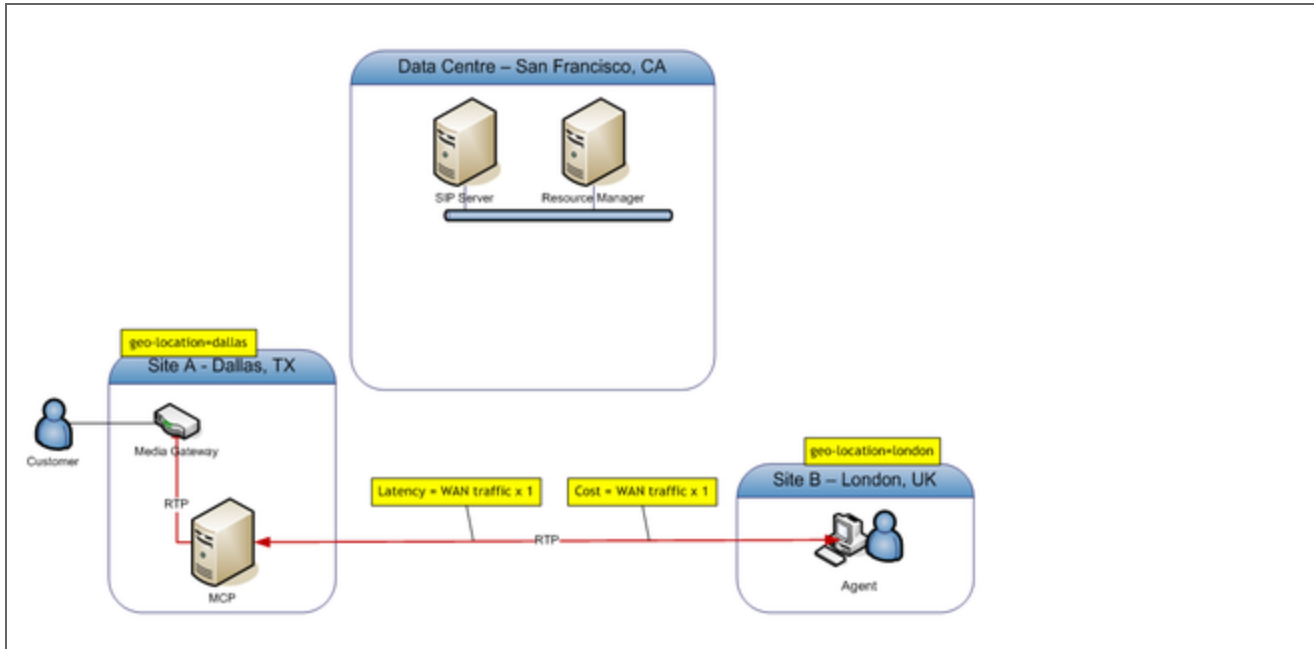
Recording in Data Center

Customer and Agent Call Across the WAN with Recording in Data Center

When the Media Control Platform (MCP) is located at the data center site, the deployment needs to double the WAN traffic because the media path needs to be bridged through the data center. This increased WAN traffic leads to increased latency of the media path by doubling the WAN path.

Recording with Geo-location

Customer and Agent Call Across the WAN with Recording with Geo-location at the Customer Site

To minimize latency, the geo-location feature has been introduced in SIP Server and Resource Manager. This feature allows MCPs to be deployed in a remote site that is close to one of the parties in the call. This diagram is a deployment that places MCP in Dallas as set in the geo-location=dallas parameter.

Geo-location for MCP is considered separately by the Resource Manager.

For information about configuring geo-location, see the content describing Geo-Location within the *SIP Server Deployment Guide*.