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Genesys Interaction Recording Solution Guide

Getting Started with Genesys Interaction Recording

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Getting Started with Genesys Interaction Recording

Welcome to Genesys Interaction Recording (GIR). GIR helps to optimize your workforce performance and customer experiences by allowing you to record, save, and play back your customer interactions.

Each **product and feature** page will tell you how to install and configure the component to enable recording. Once everything is in place, you can record an interaction, then listen to it.

If you want to know more about GIR itself and where it fits into your Genesys solution, you can check out the following topics, or check out the **videos**:

- [About Genesys Interaction Recording](#)
- [How Recording Works](#)
- [Architecture and Features](#)

Genesys Interaction Recording (GIR) can be deployed in a single tenant environment or in a multi-tenant environment. To successfully deploy GIR you must follow the instructions provided in the order that they appear.

- [Deploy GIR in a Single Tenant Environment](#)
- [Deploy GIR in a Multi Tenant Environment](#)

Videos

This high level overview of the GIR Architecture talks about the components that are involved with capturing, searching for, and playing back your recordings (6:48).

Important

In the videos below, the GIR Voice Processor can be used instead of the Recording Processor Script (RPS).

[Link to video](#)

Or, you can also watch these shorter videos describing each component separately.

[Link to video](#)

[Link to video](#)

[Link to video](#)

Before You Start

The first thing you need to do is check that the following Genesys minimum versions, components and features are installed and working.

Minimum Required Versions

Before you install and configure the Genesys Interaction Recording (GIR), verify that you have the required minimum Genesys versions. For detailed information, refer to [Minimum Required Versions](#).

Genesys Components

[Interaction Recording Web Services \(RWS\)](#) (or [Web Services and Applications](#) if you're using version 8.5.210.02 or earlier)

[SIP Server](#)

[Genesys Voice Platform](#)

[Interaction Concentrator \(ICON\)](#)

[Recording Processor Script](#) or [Voice Processor](#)

[Recording Crypto Server](#)

[Recording Plug-in](#)

[Speech and Text Analytics \(SpeechMiner\)](#)

[Workspace Desktop Edition](#)

GIR Features

[Geo-Location](#)

[Audio Tones](#)

[Security \(TLS\)](#)

[Access Control](#)

[Encrypting and Provisioning Certificates](#)

[Enable Call Recording](#)

[Enable Screen Recording](#)

[Media Life Cycle Management](#)