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Genesys Interaction Recording Solution Guide

Deploying SIP Server for GIR

5/2/2025

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Genesys Interaction Recording (GIR) needs SIP Server for routing, call control and to initiate the recordings. The following steps describe how to deploy and configure SIP Server for GIR, and how to configure the DNS for GIR.

You can also use these configuration settings with SIP Cluster, but certain limitations might apply. Any limitations for SIP Cluster are noted in each section, where applicable.

For more information about the SIP Server configuration settings described on this page, see the [SIP Server Deployment Guide](#).

SIP Server

1. Install and configure SIP Server as described in the [SIP Server Deployment Guide](#).
2. In addition to the configuration described in the deployment guide, set the following SIP Server options:

| Section Name | Parameter Name | Description |
|--------------|------------------------------|---|
| TServer | msml-support | Set to <code>true</code> to enable support of the call recording solution. |
| | resource-management-by-rm | Set to <code>true</code> to enable support of the call recording solution. Resource monitoring and notification will be done by the Resource Manager. SIP Server will contact Media Server through Resource Manager. |
| | msml-record-support | Set to <code>true</code> to enable SIP Server to engage GVP as a Media Server through the msml protocol for call recording. |
| | msml-record-metadata-support | Set to <code>true</code> to send additional metadata in the INFO message of Genesys Media Server when starting call recording. |
| | record-consult-calls | Specifies whether to record consult calls: <ul style="list-style-type: none"> • <code>true</code>—record consult calls. • <code>false</code>—do not record consult calls. |
| | recording-filename | Must be set to <code>\$UUID\$_\$DATE\$_\$TIME\$</code> |
| | wrap-up-time | (Optional) Duration of time (in seconds) to record the agent's screen while they are in the After Call Work (ACW) state. For more information, see Agent Login . |

VoIP Service DN

1. Create a new MSML DN object and add the following parameters to the **General** tab:

- **Number** = The name of the MSML Server
- **Type** = Voice over IP Service

2. Add the following parameters to the **Annex** tab of the new DN:

| Section Name | Parameter Name | Description |
|--------------|------------------------|--|
| TServer | contact | Set this to the Resource Manager IP address and port. Use the following format: sip: <Resource Manager_IP_address:Resource Manager_SIP_port> Specifies the contact URI that SIP Server uses for communication with the treatment server. |
| | service-type | Set to msml |
| | prefix | Set to msml= |
| | subscription-id | Set to the name of the tenant to which this SIP Server belongs, using the following syntax <TenantName> |
| | refer-enabled | Set to false |
| | make-call-rfc3725-flow | Set to 1 |
| | ring-tone-on-make-call | Set to false |
| | sip-hold-rfc3264 | Set to true |
| | oos-check | Set to 5 |
| | oos-force | Set to 4 |

Agent DN

On the Agent's DN, in the **[TServer]** section, set the following parameters:

- If you want to start recording based on static DN-level settings, set the **record** parameter to true.

Important

This parameter can be set in either the **Agent DN** or **Agent Login** object, but not both. If setting it in **Agent DN**, make sure that the **record** parameter is not set to true in **Agent Login**.

- If you are using WDE or WWE, set the **enable-agentlogin-presence** parameter to false as the required information is provided by WDE or WWE.
- If you are not using WDE or WWE, set **enable-agentlogin-presence** to true. This option is required to provide agent hierarchy and name to SpeechMiner to ensure correct access limitations.

Agent Login

On the **Annex** of the Agent Login object, in the **[TServer]** section, set the following parameters:

- To start recording based on static DN-level settings, set the **record** parameter to true.

Important

This parameter can be set in either the **Agent Login** or **Agent DN** object, but not both. If setting it in **Agent Login**, make sure that the **record** parameter is not set to true in **Agent DN**.

- If you want to record the agent's screen while they are in the After Call Work (ACW) state, set the **wrap-up-time** in seconds; for example, set **wrap-up-time=10**. For more information, see the **isACWEnabled** parameter on the [Deploying the Screen Recording Service - Advanced Configuration](#) page.

Important

Agent Login objects are not supported if you are using SIP Cluster.