Genesys Interaction Recording Solution Guide

How the T-Library Works for GIR

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How the T-Library Works for GIR

The following sections describes the T-Lib interface for recording.

Enabling Call Recording

The T-Lib interface allows recording to be enabled in three ways:

1. Through configuration—Set the `record` option to `true` in the DN object to instruct SIP Server to enable full-time recording for this DN. This is an existing feature.

2. Set the extension in the TRouteCall request to enable recording selectively. When calling TRouteCall, add the `record` key in the `extension` attribute and set the value to `destination` for recording of inbound or outbound calls. This is an existing feature.

3. Add a new extension in the RequestPrivateService request to request call recording to be enabled on an existing connection as described in the following table:
   RequestPrivateService—Request services that are supported only by certain T-Servers, and which are not covered by general feature requests.

Parameters	Description
`AttrPrivateMsgID`	This parameter is mandatory and must be equal to `GSIP_RECORD_START`.
`AttrThisDN`	This parameter is mandatory, and is the DN on behalf of which the operation is requested. It must be registered by the T-Client, but not necessary be a party on the call (for example, the supervisor may request recording of the agent's call).
`AttrConnectionID`	This parameter is mandatory and references the ID for the call to record.
`AttrExtensions`	Additional request parameters: • `record` (string)—Set to `source` to record from this DN referenced in this connection. Set to `destination` to record from the other DN referenced in this connection. This parameter is optional, and defaults to `source`. • `Id` (string)—Adds a recording identifier to the recording session. This identifier must be globally unique and is passed back in the recording session. This parameter is optional and if not present, Media Server constructs a unique identifier. • `Dest` (string)—Overrides the default SIP

Parameters	Description
	location of the recording server. This parameter is optional. • `Dest2` (string)—Overrides a second SIP location of the recording server for duplication of recording. This parameter is optional. • `Params` (string)—Additional parameters can be passed as generic name-value pairs. These parameters will show up in the recording session.
`AttrReasons`	The reasons. These are processed the same as for all other T-Library requests.

> **Important**
>
> SIP Server responds to the request with either `EventACK` to confirm the acceptance of the request, or `EventError` if the operation cannot be performed.

Runtime Control of Recording

When the recording session is established, the T-Lib interface allows run-time control of the recording for pause, resume, and stop. The following table describes a new extension for `RequestPrivateService`:

RequestPrivateService—Request services that are supported only by certain T-Servers, and which are not covered by general feature requests.

Parameters	Description
`AttrPrivateMsgID`	Specifies the operation. Choose one of the following values: • `GSIP_RECORD_STOP`—Stop the recording. • `GSIP_RECORD_PAUSE`—Pause the recording. • `GSIP_RECORD_RESUME`—Resume the recording.
`AttrThisDN`	The DN on behalf of which the operation is requested. It must be registered by the T-Client, but not necessarily be a party on the call.
`AttrConnectionID`	References the ID for the call being recorded.
`AttrExtensions`	Additional request parameters: • `Params` (string)—Additional parameters can be

Parameters	Description
	passed as generic name-value pairs that modify the recording session.
`AttrReasons`	The reasons. These are processed the same as for all other T-Library requests.

> **Important**
>
> SIP Server responds to the request with either `EventACK` to confirm the acceptance of the request, or `EventError` if the operation cannot be performed.

Recording Indication

Two mechanisms that enable SIP Server to provide recording indication:

- After SIP Server successfully starts recording on Media Server, SIP Server updates the UserData attribute of the call with `GSIP_REC_FN` using the file name of the recording. A T-Lib client monitoring the call receives an `EventAttachedDataChanged` with `GSIP_REC_FN`. This is existing functionality for legacy Stream Manager recording. For clients who only want to know if a recording has been enabled any time during the call, this userdata is sufficient.

- For clients such as, Interaction Workspace, who need to render the current recording state for the call, `GSIP_REC_FN` is not sufficient as a recording indicator. SIP Server provides a new value `GSIP_RECORD` for the UserData attribute to provide the current state of recording for this call. Whenever SIP Server knows there is a change in recording, SIP Server sends an `EventAttachedDataChanged` with `GSIP_RECORD` to update the value of the key. This key has three values:

  - `On`—Recording is currently in progress.

  - `Off`—No recording in progress.

  - `Paused`—Recording is currently in progress but no media is currently captured.