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Genesys Interaction Recording Solution Guide

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4/1/2025

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The Genesys Interaction Recording (GIR) 8.5 Solution Guide provides an overview of Genesys Interactive Recording. These pages are valid for all 8.x releases of Genesys Interaction Recording.

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

About Genesys Interaction Recording

Find out about Genesys Interaction Recording:

Overview
How It Works
New in this Release
Getting Started

all topics>

Features and Architecture

Find out about the supported features:

Core Components
Encryption
Archiving and Metadata
Media Lifecycle Management

all topics>>

Installation and Configuration

Find out about how to install and configure the solution:

Web Services and Applications
SIP Server
GVP
SpeechMiner

all topics>

Other Information

Disk Storage Recommendations
Troubleshooting
Transport Layer Security

all topics>>