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Genesys Interaction Recording Solution Guide

Understanding Genesys Interaction Recording

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Thank you for calling Genesys - Your call may be recorded for quality and training purposes.

What does this really mean?

Genesys Interaction Recording (GIR) is a system that allows business managers to monitor the productivity and accuracy of the information that employees provide to customers.

GIR also provides business legal departments with the necessary evidence to ensure verbal commitments made by customers can be upheld in a court of law. For example, when verbally agreeing to a cell-phone contract extension. Consider the following examples:

- **Productivity**—An employee should know, or be able to find the correct procedure to advise a customer how to reset their password. Through listening to the information that the employee provides to the customer, or, watching the research steps that the employee takes to find this information - the employer should have a good indication of how productive that employee is.
- **Accuracy**— An employee should know, or be able to find (on-line) the correct information relating to product functionality. Through listening to the information that the employee provides to the customer, or, watching the content that the employee communicates to the customer in written formation (that is, watching what they type in email or chat) - the employer can be assured that the employee is properly representing what the product can do.
- **Legal**—If a customer is agreeing to a legal agreement (like extending their cell-phone contract), and subsequently claims that they have made no such agreement - the employer will be able to provide to legal officials a recording of the call which shows the truth.

GIR can:

- Record phone calls between a customer and an employee;
- Record employee screens - the actual screen that they are looking at while they're doing their work
 - while they're talking to a customer, or,
 - just to see what they're doing
- Allow for playback and sharing of the recordings "For Quality and Training purposes"
- Require no employee intervention to use since it is a background process

GIR enables businesses to perform these tasks.

Genesys will consult with business managers to advise them of any privacy concerns on a case-by-case basis - since, each country, state or business may have their own laws in this regard.

- Is it legal to record a customer conversation without their knowledge?

- Is it legal to record an employee screen without their knowledge?

The following table lists the acronyms and terminology used in the Genesys Interaction Recording solution.

Term/Acronym	Description
Audio recording	The traditional scenario where a call is recorded for quality purposes.
Active call recording	SIP based, VoIP telephony backend infrastructure.
Encryption	Encryption is the most effective way to achieve data security. To read an encrypted file, you must have access to a secret key or password that enables you to decrypt it. Unencrypted data is called plain text; encrypted data is referred to as cipher text.
GVP	Genesys Voice Platform
HTTP/HTTPS	Hypertext Transfer Protocol
IVR Profile	The description of the customer. An IVR Profile holds all the important information that is required to distinguish one customer from another, so interactions can be routed correctly.
Line of Business	Line of business (LOB) is a general term which often refers to a set of one or more highly related products which service a particular customer transaction or business need.
Location	<ul style="list-style-type: none"> • Node (location) and node path (location based hierarchy): A node represents a specific Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) instance. For example, if you have three Interaction Recording Web Services (Web Services) instances installed, you will have three nodes. A node can be identified using a node path. The node path is specified in the Interaction Recording Web Services (Web Services) application.yaml file (if you are using Web Services and Applications version 8.5.201.09 or earlier the node path is specified in the server-settings.yaml file instead). This node path must be unique for each Interaction Recording Web Services (Web Services) instance. Sometimes the node is called a 'location'. The preferred term is node. • Media Storage (location based storage): A storage location is a place where screen recordings or voice recordings are stored—for example, a WebDAV server. For voice recordings, the storage location is specified in the IVR Profile, and in the Interaction Recording Web Services (Web Services) recording settings. For screen recording, the storage location is specified in screen-recording settings. Also, for Screen Recording, a given node path can be associated with a specific storage. • Backup folder (location) for MLM: When Interaction Recording Web Services (Web Services)

Term/Acronym	Description
	performs a backup task, it will create an archive file that contains all the media and metadata for each recording, and store this somewhere on the local file system. The folder where the files are stored is sometimes called the <i>backup location/folder</i> or <i>archive location/folder</i> .
MCP	Media Control Platform—Part of the GVP suite of products.
MLM	Media Life Cycle Management—The tasks that include backing up and purging call and screen recording files.
MSML	Media Server Markup Language
Multiplexing	In telecommunications and computer networks, multiplexing (sometimes contracted to muxing) is a method by which multiple analog message signals or digital data streams are combined into one signal over a shared medium. The aim is to share an expensive resource.
PKCS7	See RFC 2315. Used to sign and/or encrypt messages under a PKI. Used also for certificate dissemination (for instance as a response to a PKCS#10 message). Formed the basis for S/MIME, which is as of 2010 based on RFC 5652, an updated Cryptographic Message Syntax Standard (CMS).
Policy based recording	Recording interactions based on a particular business requirement or strategy. For example, your customer may have many lines of business, requiring different compliance, bandwidth, encryption, and storage needs.
Real time monitoring	Observing the interaction activity and/or progression as it happens.
Remote agents	Agents working outside the contact center.
RTP	Real-time Transport Protocol
Screen recording for non-voice interactions	For chat, email or other non-real-time services where there is no strict continuity required in the communications with the customer.
Screen recording for voice interactions	The traditional scenario where a call is recorded for quality purposes; but, where the agent's screen is also captured to ensure they are taking the most efficient path towards finding a resolution to the problem.
WebDAV	Web Distributed Authoring and Versioning (WebDAV) is an extension of the Hypertext Transfer Protocol (HTTP) that allows clients to perform remote Web content authoring operations. A working group of the Internet Engineering Task Force (IETF) defined WebDAV in RFC 4918.
WFO	Workforce Optimization