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Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Genesys Call Recording Support

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Genesys Call Recording Support

The Call Recording feature enables agents to record calls. The Adapter supports the MSML-based mechanism, Dynamic mode. Agents can start, stop, pause, and resume a call recording.

The following new Device Commands are introduced:

- CallRecordingStart
- CallRecordingStop
- CallRecordingPause
- CallRecordingResume

The following new Device Events are introduced:

- EventCallRecordingOn
- EventCallRecordingOff
- EventCallRecordingPaused

Prerequisites

The MSML-based Call Recording solution must be configured in a Genesys environment. It includes SIP Server, GVP Resource Manager, and GVP Media Control Platform. See the [SIP Server Deployment Guide](#) for configuration details.

The Gplus Adapter for Siebel CRM Basic Voice feature must be deployed and configured according to the [Gplus Adapter 8.0 for Siebel CRM Deployment Guide](#), Chapter 6, Deploying the Voice Component.

Chapter 6. Deploying the Voice Component

These sections provide additional device commands and events needed to support call recording and that supplements the tables in Chapter 6.

The Detailed Descriptions of the Device Commands

The Call Recording Device Commands

This section provides detailed descriptions of the Call Recording feature device commands.

CallRecordingStart			
Description	Starts Call Recording		
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.
	record	Optional	<p>Specifies where to store recording files. Valid values: source (default) and destination.</p> <ul style="list-style-type: none"> source —The recording is initiated on the DN that sent the call to the Routing Point (customer) and continues as long as the customer remains on the call. destination —The recording is initiated on the routing destination DN (agent) and continues as long as the agent remains on the call.
CallRecordingStop			
Description	Stops Call Recording		
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.
CallRecordingPause			
Description	Pauses Call Recording		
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.
CallRecordingResume			
Description	Resumes Call Recording		

CallRecordingStart			
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.

The Voice Component Device Events

The Call Recording Device Events

This section provides the detailed descriptions of the device events for the Call Recording feature. See table below.

EventCallRecordingOn	
Siebel CRM DeviceEvent Name	EventCallRecordingOn
Desktop Action	Displays a notification on the toolbar.
TEvent Name	EventAttachedDataChanged
Description	Indicates that Call Recording is on (that is, in progress). Generated either when the recording is started or resumed.
TrackingID	TrackingID of the work item.
Attributes	See the Gplus Adapter 8.0 for Siebel CRM Deployment Guide , Table 26, "The Parameters Used with the Device Events of the Voice Component," on page 308.
EventCallRecordingOff	
Siebel CRM DeviceEvent Name	EventCallRecordingOff
Desktop Action	Displays a notification on the toolbar.
TEvent Name	EventAttachedDataChanged
Description	Indicates that Call Recording is off.
TrackingID	TrackingID of the work item.
Attributes	See the Gplus Adapter 8.0 for Siebel CRM Deployment Guide , Table 26, "The Parameters Used with the Device Events of the Voice Component," on page 308.
EventCallRecordingPaused	
Siebel CRM DeviceEvent Name	EventCallRecordingPaused
Desktop Action	Displays a notification on the toolbar.
TEvent Name	EventAttachedDataChanged
Description	Indicates that Call Recording is paused.
TrackingID	TrackingID of the work item.
Attributes	See the Gplus Adapter 8.0 for Siebel CRM

EventCallRecordingOn	
	Deployment Guide , Table 26, “The Parameters Used with the Device Events of the Voice Component,” on page 308.