GENESYS™

Gplus Adapter 8.0 for Siebel CRM User's Guide

Genesys Call Recording Support

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The Adapter supports recording a call after a call is established. (It does not result in any changes to the call.) Call Recording controls are standard Siebel Communications Toolbar buttons and are supplied as a part of the standard installation. Call recording controls were added to the Communication toolbar to support this ability.
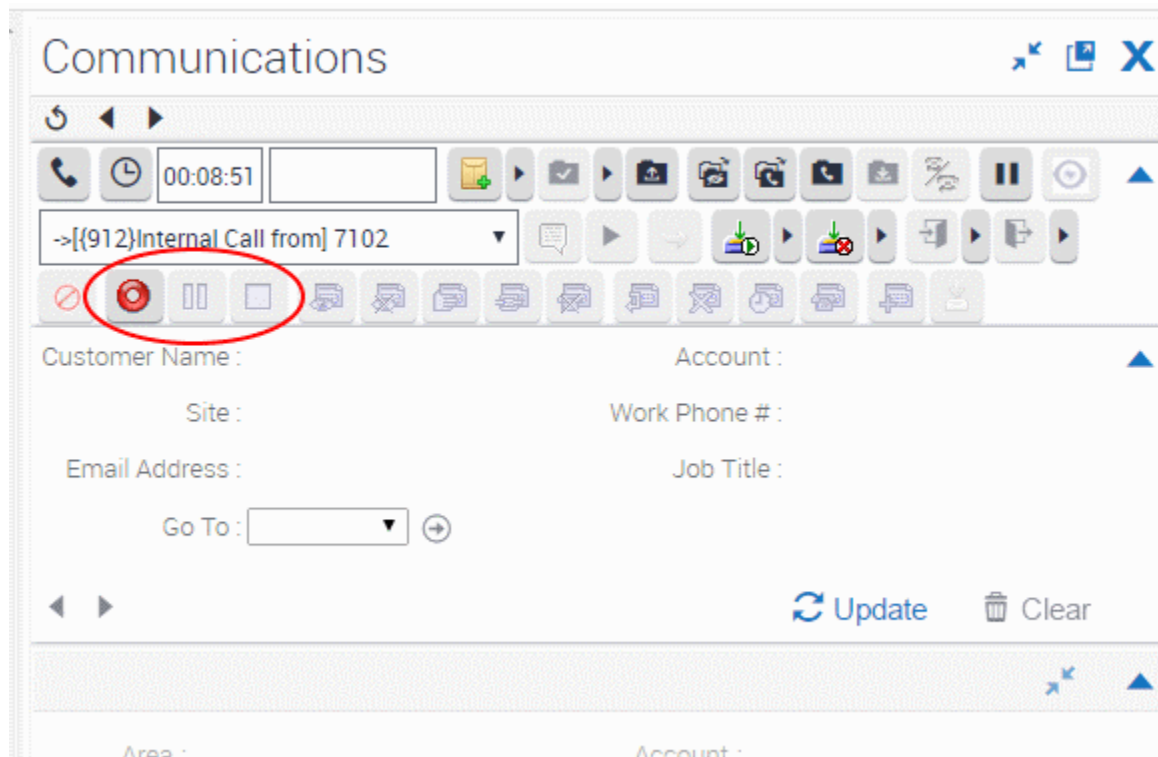

Figure 1. Call recording toolbar.

Call Recording Controls Description

The call controls function as described here. Note that only the **Start Call Recording** button is enabled until after you start recording a call.

Image	Function	Description
	Start or Resume Call Recording	Initiates a new recording session for the current established call or resumes a paused recording session. The voice media stream is saved to the file on the agent side. The file name is generated based on UUID of the call, ANI,

Image	Function	Description
		DNIS, AGENTID, and so on. For details, please refer to 'recording-filename' option description in the SIP Server Deployment Guide.
☐	Stop Call Recording	Click to stop a recording after the recording session is started.
◫◫	Pause Call Recording	Click to pause the call recording session in progress.

Using the Call Recording Controls

1. Click **Start Call Recording** (as shown in the figure) in the CTI Toolbar to start the recording. This enables the other call recording controls. The Work Item window displays the call identifier and information that the recording is underway.

2. One you start the recording of the phone call, you can do one of the following:

    - Click **Pause Call Recording** to pause the recording.

    - Click **Resume Call Recording** to continue the recording after pausing.

3. Click **Stop Call Recording** to end the recording.

Note: If the phone calls ends during the recording, the corresponding recording session stops automatically.