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Active Recording Ecosystem Solution Guide

Genesys Media Server

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Genesys Media Server

The Genesys Media Server is a module that provides MSML-based media services offered by the Genesys Voice Platform. When integrated with SIP Server, it supports MSML-based call recording, where the Genesys Media Server acts as a proxy, replicating the media stream in a new recording session with a third-party voice recorder that does the actual recording.

Important

Local file recording is not supported by Genesys Media Server for MSML-based call recording.

Feature Configuration The following provides an overview of the main steps that are required to configure the call-recording functionality.

1. Integrate SIP Server with Genesys Media Server

See [Integrating Media Server for MSML](#).

2. Enable full-time call recording

To start recording based on static DN-level settings, set `record` to `true` in any of the following:

- Extension DN for agent-side recording.
- Agent Login for agent-side recording.
- Trunk DN for customer-side recording.

3. Enable dynamic call recording

To start recording during an ongoing conversation, configure either of the following:

- In the routing strategy, configure the `TRouteCall` request to include the key `record`, with the values:
 - `destination` for agent-side recording
 - `source` for customer-side recording
- In the T-library client, configure the `TRequestPrivateService` request to include the key `record`, with the values:

- source for recording ThisDN
- destination for recording OtherDN
- You can also add the following optional key value pairs:
 - id — A string used to add an identifier to the recording session. Must be globally unique. If not configured, Media Server constructs a unique identifier itself.
 - dest — A string used to override the default location of the third party recording server.
 - params — A string used to add additional parameters that can be passed as generic key value pairs. These parameters will appear in the recording session.

Important

Full-time recording takes precedence over dynamic recording. SIP Server rejects any dynamic recording request that arrive.

4. Enable mid-call recording control

To control the recording during an established session, configure TRequestPrivateService to include the key AttrPrivateMsgID, using one of the following values:

- GSIP_RECORD_STOP (3014)
- GSIP_RECORD_PAUSE (3015)
- GSIP_RECORD_RESUME (3016)