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Active Recording Ecosystem Solution Guide

Geo-Location Configuration

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Geo-Location Configuration

Geo-location is configured in two places:

- DN objects in a switch
- Resource Groups for MCP and Recording Servers.

You can assign a geo-location tag for each DN (of type Trunk DN, Route Point DN, Extension DN, and Trunk Group DN). The geo- location parameter is configured in the TServer section of these places.

To assign a geo-location tag for a Resource Group (for MCP and Recording Server separately), use the Resource Group Wizard and set the geo-location as part of the Wizard process.

Usage

Geo-location is selected for each call depending on the usage model.

SIP Server selects the geo-location with the following order or preference for inbound calls:

1. Geo-location configured in the extensions of RequestRouteCall.
2. Geo-location configured in the Routing Point DN.
3. Geo-location configured in the inbound Trunk DN.
4. Geo-location configured in the DN where the recording is enabled.

For outbound calls, the following order of preference is used:

1. Geo-location configured in the extensions of RequestRouteCall.
2. Geo-location configured in the Routing Point DN.
3. Geo-location configured in the Agent DN.
4. Geo-location configured in the outbound Trunk DN if recording is enabled.

Full-time Recording

When a DN is configured to be recorded, the geo-location set at the DN. When more than one DN involved in the call has the geo-location set (for example, both the inbound Trunk DN and the Routing Point DN have the geo- location parameter set), then SIP Server selects the geo-location based on the order of preference listed above.

Selective Recording from a Routing Strategy

If record=source is set in the RequestRouteCall extensions, the geo-location of the inbound Trunk DN of the call is selected (if it is configured). If record=destination is set in the RequestRouteCall extensions, the geo-location of the agent (Extension DN) is selected.

Dynamic Recording

When dynamic recording is initiated by the T-lib RequestPrivateService function, either by a third party recording vendor, or by Interaction Workspace, the geo-location is selected based on the recorded DN in the call. Specifically:

- If RequestPrivateService is requested with AttrExtensions as record = source, the geo-location configured for thisDN is selected. record=source is the default value if the extension is not defined.
- If RequestPrivateService is requested with AttrExtensions as record = destination, the geo-location configured for otherDN is selected.