GENESYS™

Active Recording Ecosystem Solution Guide

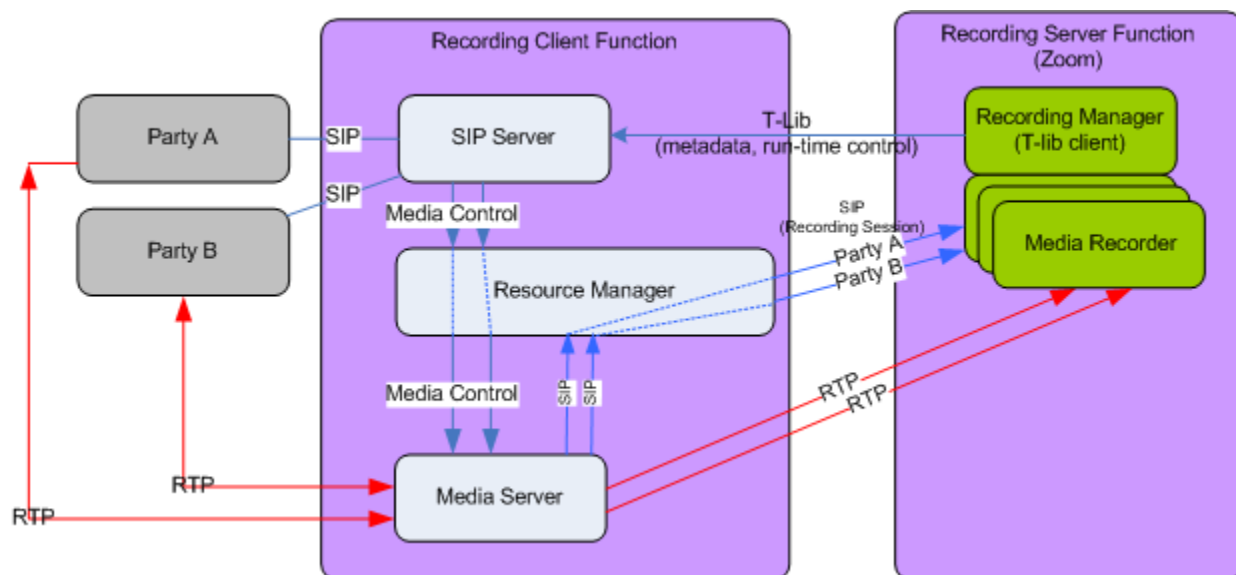## Integrating with Third Party Vendors

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Integrating with Third Party Vendors

In this solution, third party vendors will be acting as the recording server function to provide storage of recorded media, as well as Quality Management. The Recording Client Function contains the following components:

- SIP Server
- Media Server
- Resource Manager

The Recording Manager (from third party vendors), is a logical component that acts as a T-lib client that receives call metadata from T-lib events. The recording manager can also initiate recording requests using T-lib to specific calls for dynamic recording, as well as using run-time controls for pause/resume.

When a recording request is initiated, SIP Server directs the media of Party A and B towards Media Server. SIP Server uses media control to instruct Media Server to replicate the media stream towards the media recorder.

Technical Requirements for Third Party Vendors

1. Dynamic recording—By default, `record=source` for all dynamic recording requests and normally this would be the extension (agent) DN. Third party vendors need to support a flag in the recording rule to change the parameter to `record=dest` so that the trunk DN and its geo-location is selected.

2. Full-time recording—using the same configuration as inbound calls, SIP Server would use the geo-location of the trunk DN for recording outbound calls, however, Media Server and SIP Server would

present the Recording Session to third party vendors with the trunk DN set as the Record DN. Third party vendors currently does not support Record DN that is not an extension DN. Third party vendors do not associates call events with the recording and hence the call recording cannot be found by third party vendors query interface. Third party vendors need to support this by handling the Record DN with the trunk DN set.