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# Active Recording Ecosystem Solution Guide

Control for Third Party Screen Recording

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# Control for Third Party Screen Recording

The following tables show how the T-lib interface provides methods for passing a user event from the agent desktop to the recording vendor to trigger a screen capture request.

## Agent Desktop to T-Server

**RequestSendEvent**—Send a specific event to the DN specified. This method is used by the agent desktop to deliver screen capture request to the third party recording vendor.

| Parameters | Description   |
|------------|---|
| AttrThisDN | The DN on behalf of which the operation is requested. It must be registered by the T-Client, but not necessary be a party on the call.  |
| Tevent     | <p>The event to deliver to recording server.</p> <ul style="list-style-type: none"> <li>• <b>thisDN</b>—Set to the same as the value for AttrThisDN</li> <li>• <b>messageType</b>—Set to EventUserEvent</li> <li>• <b>connectionID</b>—Set to the connection ID of the voice call if available</li> <li>• <b>userData</b>—Set the following user data key value pair: <ul style="list-style-type: none"> <li>• <b>screen-capture</b>—start, stop, pause, resume, query to note the type of screen capture operation. query does not make any changes to the current screen capture state, the server should provide a screen-capture-indication in response.</li> </ul> </li> </ul> |

**Note:** SIP Server responds to the request with either EventACK to confirm the acceptance of the request, or EventError if the operation cannot be performed.

## T-Server to Recording Vendor

**EventUserEvent**—The recording vendor who monitors for the agent DN will receive this event.

| Parameters   | Description   |
|--------------|---|
| thisDN       | The Agent's DN.   |
| messageType  | Set to EventUserEvent   |
| connectionID | Set the connection ID of the voice call if available.   |
| userData     | <p>Set the following user data kvp:</p> <ul style="list-style-type: none"> <li>• <b>screen-capture</b>—start, stop, pause, resume,</li> </ul> |

| Parameters | Description   |
|------------|---|
|            | query to note the type of screen capture operation. |

## Recording Indication for Voice Interactions

### Recording Vendor to T-Server

**RequestSendEvent**—Send a specific event to the DN specified. This method is used by the agent desktop to deliver screen capture request to the third party recording vendor.

| Parameters | Description  |
|------------|--|
| AttrThisDN | The DN that is to receive this event.  |
| Tevent     | <p>The event to deliver to recording server.</p> <ul style="list-style-type: none"> <li>• <b>thisDN</b>—Set to the same as the value for AttrThisDN</li> <li>• <b>messageType</b>—Set to EventUserEvent</li> <li>• <b>connectionID</b>—Set to the connection ID of the voice call if available</li> <li>• <b>userData</b>—Set the following user data key value pair: <ul style="list-style-type: none"> <li>• <b>screen-capture</b>—enabled, disabled, paused to note whether the screen capture is currently enabled.</li> </ul> </li> </ul> |

**Note:** SIP Server responds to the request with either EventACK to confirm the acceptance of the request, or EventError if the operation cannot be performed.

### T-Server to Agent Desktop

**EventUserEvent**—The recording vendor who monitors for the agent DN will receive this event.

| Parameters   | Description   |
|--------------|---|
| thisDN       | The Agent's DN.                                       |
| messageType  | Set to EventUserEvent                                 |
| connectionID | Set the connection ID of the voice call if available. |
| userData     | Set the following user data key value pair:           |

| Parameters | Description   |
|------------|---|
|            | <ul style="list-style-type: none"><li>• screen-capture—enabled, disabled, paused to note whether screen capture is currently enabled.</li></ul> |