Active Recording Ecosystem Solution Guide

Genesys Active Recording System Setup

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This section describes the steps required to configure the Genesys Active Recording Solution.

Prerequisites

- Install and Configure SIP Server
- Install and Configure Media Control Platform and Resource Manager. See the Genesys Voice Platform Deployment Guide for the steps required.
- Install and Configure the Utopy components. See the Genesys Interaction Analytics/SpeechMiner documentation for the steps required.
- Configure Media Server
- Enable MSR on Media Server

Configuring the Active Recording Ecosystem

1. Enable MSML services on SIP Server.

1. Configure the application level SIP Server. The following table describes the options to set:

Section Name	Parameter Name	Description
TServer	msml-support	Set to true to enable support of the call recording solution.
TServer	resource-management-by-rm	Set to true to enable support of the call recording solution. Resource monitoring and notification will be done by the Resource Manager. SIP Server will contact Media Server through Resource Manager.
TServer	msml-record-support	Set to true to enable SIP Server to engage GVP as a Media Server through the msml protocol for call recording.
TServer	record-consult-calls	Specifies whether to record consult calls:

Section Name	Parameter Name	Description
		• `true`—record consult calls • `false`—do not record consult calls
`TServer`	`Recording-filename`	Set to `$UUID$_$AGENTDN$_$ANI$_$DNIS$_$DATE$_$TIM`

2. Configure the monitored DN to enforce recording without a request from the third party vendor. f(see next table

- Set the `record` parameter to `true`.
  When set to `true`, call recording begins automatically when the call is established on the DN. Call recording stops when the DN leaves the call.

> **Important**
>
> This option changes behavior of the third party Vendor when EXTERNAL DATA recording rules are considered.

3. Configure the Trunk DN so that the third party recording vendor will not receive the number of the calling party in SIP signalling as a recorded DN.

- Set the `record` parameter to `false`.

2. Configure a DN for VoIP service.

1. Create a new MSML DN object and add the following parameters to the `General` tab:

- `Number` = The name of the MSML Server
- `Type` = `Voice over IP Service`

2. Add the following parameters to the Annex tab of the new DN:

Section Name	Parameter Name	Description
`TServer`	`Contact`	IP Address or FQDN? Set this to the Resource Manager IP address and port. Use the following format:

Section Name	Parameter Name	Description
		sip: <Resource Manager_IP_address:Resource Manager_SIP_port> Specifies the contact URI that SIP Server uses for communication with the treatment server.
TServer	service-type	Set to msml. VOIP service needs to be created with “service-type = msml” for MSML service.
TServer	prefix	Set to msml=.
TServer	subcription-id	Set to the name of the tenant to which this SIP Server belongs, using the following syntax <TenantName>
TServer	refer-enabled	Set to false.
TServer	make-call-rfc3725-flow	Set to 1.
TServer	ring-tone-on-make-call	Set to false. If multiple Resource Managers are configured, then create multiple VoIP DNs of the service-type=msml. In this case, SIP Server will balance the load between the multiple Resource Managers.
TServer	sip-hold-rfc3264	Set to true.
TServer	oos-check	Set to 10.
TServer	oos-force	Set to 2.

3. (Optional) Enable full-time recording.

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

- Extension or ACD Position DN for agent-side recording
- Agent Login for agent-side recording
- Trunk DN for customer-side recording
- Trunk Group DN to record GVP interaction
- Voice Treatment Port DN to record GVP interaction

> **Important**
> Check with each recording vendor to verify that the above settings are supported. When Trunk DN recording is enabled, SIP Server does not generate all TLib events available for other DNs.

For more information about call recording, see Recording Using the T-Library Interface

4. (Optional) Enable selective call recording.

To enable selective recording, configure 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

You can also add the following optional key-value pairs in the extensions:

- `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 while recording is already underway

.

For more information, see Dynamic Call Recording.

5. (Optional) Enable geo-location support.

1. In the `TServer` section of the `Annex`, set the `geo-location` parameter in any of the following objects:

- Inbound Trunk DN
- Routing Point DN
- Extension Attribute in TRouteCall
- Extension DN
- ACD Position DN

SIP Server selects and passes the X-Genesys-geo-location header using a different order of configuration precedence, depending on the call scenario. Refer to the *Genesys SIP Server Deployment Guide* for more details.
2. On the Options tab of the Resource Manager application, in the rm section, set the following option:

- reject-recording-request-on-geo-location-nomatch—When this parameter set to true (default value), Resource Manager rejects the recording request for non-matching geo-location while selecting LRGs for recording client MCP and recording server resources. If geo-location usage is not planned for recording, set this option to false.

3. (Optional) On the Options tab of all MCP's that are used for recording, in the sip section set following option:

- mpc.copyheaders—When this option contains the X-Genesys-geo-location value, the geo-location value is also taken into account when selecting third party recording server. If this option is set to an empty value, geo-location is ignored.

For more information about geo-location support, see Geo-location Configuration and Support.

6. Create a default IVR Profile.

Or, modify an existing IVR Profile.

> **Important**
> The default IVR profile is used by Resource Manager for all MSML requests; therefore, it may already be configured.

1. In Genesys Administrator, navigate to Environment > Tenants, select Environment, and go to the Options tab. Determine the default profile for the tenants (look under the section gvp.general, gvp.general/default-application. The value is set to the Default application).

> **Important**
>
> For multi-tenant configurations, configure the default profile in each tenant object.

2. Navigate to `Voice platform > IVR profiles > Default` application. On the `Options` tab, in the `gvp.service-parameters`, configure the following options:

- `recordingclient.recmediactl = fixed,2`. This value represents the number of invites. The number of invites varies for vendor:
  - Nice = 1
  - Zoom = 2
  - Verint = 2
- `Recordingclient.recdest = fixed,sip:[rm-ip]:[rm-port]`

7. Create a Recording Server application and provision a Resource Group.

1. Using Genesys Administrator, import `VP_CallRecordingServer_81x.apd` template file, and the corresponding `VP_CallRecordingServer_81x.xml` metadata file. These files are located on the Media Server installation CD, in the Resource Manager installation package.
2. Create one or more new Application object(s) using the template imported in step 1.

> **Important**
>
> The working directory and command line options can be set to any value, for example `.` (dot), as these are not used.

3. Add or modify the following options in the `gvp.rm` section:

- `aor=sip:<host|ip>:<port>`—Host and port are the FQDN or ip-address and listening SIP port of the recording server.
- `port-capacity`—Set this option according to recording server capacity.
- `redundancy-type = active`
- `recording-server = 1`

> **Important**
> Contact your third party recording vendor for details on setting the `port-capacity` option.

4. Using Genesys Administrator, create a new Resource Group for Recording Servers.

- When prompted in the Wizard, set the `Group Type` to `Recording Server`.
- When prompted, select valid values for the following options:
  - `Monitoring Method`—Set to `SIP OPTIONS`, or `None`.

> **Important**
> Consult with your recording vendor. If set to `SIP OPTIONS`, active recording will monitor the third party recording device. If set to None, monitoring is disabled.

- `Load Balancing Scheme`—Set to `parallel forking`, `round-robin` or `least used`.

> **Important**
> For NICE, select `parallel forking`.

- `Geo-location` (optional)
- Max Ports—Leave empty.
- When prompted, select the Recording Server Application that will be member of the Logical Resource Group (LRG), and configure:
  - `SIP Port`
  - `SIPS Port` (Optional)
  - `Max Ports`
  - `Redundancy`—Set to `active`.

> **Important**

> Contact the third party recording vendor for the value of the SIPS Port, if the recording server supports Secure SIP.

8. Configure the MCP application and corresponding Resource Group.

1. Select the MCP Application that will be used as the recording client.

2. On the `Options` tab, in the `vrmrecorder` section, configure the following options:

- `sip.routeset` = `sip:<[rm-ip or FQDN]:[rm-port];lr>`, where `[rm-ip or FQDN]:[rm-port]` are the host and port of Resource Manager.
- `sip.securerouteset` = (optional)

3. If multiple MCPs are installed on same host, set the `sip.transport.x` option and ensure that port value used are not overlapping with each MCP.

> **Important**
>
> In environments with multiple MCP residing on same machine make sure that there are no port conflicts with settings in `sip.transport.x` options between each instances. If the MCP application is not used for recording, the recording module can be disabled by setting the `vrmrecorder.enable` option in the `mpc` section to `false`.

4. On the `Options` tab, in the `mpc` section, configure following options:

- `rtp.multichantimeout` = `0`—For recording vendors that do not support sending RTCP packets for recording RTP sessions. If this value is set to a non-zero value, the recording session will be split into multiple segments.

9. (Optional) Configure audio tones during recording.

See Configuring and Applying AudioTones.