GENESYS™

Workspace Desktop Edition Deployment Guide

Recording SIP Voice Interactions

4/26/2025

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Agents can record SIP Voice interactions if you are running a Genesys Suite that include Genesys SIP Server and Genesys Stream Manager or Genesys Media Server. The SIP recording feature is implemented as a hidden conference with a special SIP DN (gcti::record). SIP call recordings are made by Genesys Stream Manager. Registered calls are placed in a Stream Manager subdirectory.