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Workspace Desktop Edition Deployment Guide

Active Recording And Screen Capture

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Active Recording And Screen Capture

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Interaction Workspace supports call recording. Conversations are stored as a set of files on a centralized storage location. Agents can control and monitor this feature.

Active Call Recording

SIP Server supports call recording using two different methods, NETANN-based call recording, provided by Stream Manager or Genesys Media Server, and Media Server Markup Language (MSML)-based call recording, provided by Genesys Voice Platform (GVP) Genesys Media Server only. Interaction Workspace uses MSML-based call recording.

MSML-based Call Recording

Active Call Recording can be used at any time during an active call. You can access all of the Genesys Quality Management 8.1 documentation through the [[Technical Support website](#)] and the Documentation DVD. Active Call Recording enables agents to do the following:

- Control Active Call Recording (start, stop, pause, and resume)
- Display the status of Active Call Recording

Active Call Recording functionality is enabled by the following Privileges:

- Voice - Can Use
- Active Recording - Can Use
- Voice - Can Control Voice Recording (optional)
- Voice - Can Monitor Voice Recording (optional)

Set the `active-recording.voice.recording-type` option in the `interaction-workspace` section to MSML (the default value).

Legacy NETANN-based Call Recording

To use the legacy NETANN-based call recording instead of MSML-based call recording, enable the following privileges:

- Voice - Can Use
- Voice - Can Control Voice Recording

Set the `active-recording.voice.recording-type` option in the `interaction-workspace` section to NETANN (the default value). Monitoring of call recording that is activated by a non-agent party is not possible in the NETANN-based recording.

Screen Capture

This functionality will be available in an upcoming release.