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Genesys Interaction Recording

recording Section

4/22/2025

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- htcc_base_url
- rcsurl

htcc_base_url

Default Value: Empty

Valid Values: Interaction Recording Web Services load balancer URL (or Web Services server URL if you're using version 8.5.210.02 or earlier); for example; http://<Interaction Recording Web Services IP Address>:8081

Changes Take Effect: After restart

Specifies the HTCC Base URL.

rcsurl

Default Value: https://rcshost:8080

Valid Values: Any URL

Changes Take Effect: After restart

Specifies the URL to the Recording Crypto Server.