GENESYS™

SIP Cluster Solution Guide

Enabling call recording on the agent side

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Enabling call recording on the agent side

Starting with version 8.1.103.26, SIP Server can enable call recording on the agent side in SIP Cluster deployments.

To enable this feature:

1. Configure the **record** option to `true` in the Person object associated with the agent.
2. Configure the **request-person-options** option to `true` in the VoIP Service DN containing the **service-type** option set to `sip-cluster-nodes`.

In standalone mode, Agent Login objects are used to configure agent-based recording (record=true). In SIP Cluster deployments, Agent Login objects are not used.

Configuration Options

record

Setting: Annex tab, TServer section, in the Person object associated with the agent
Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: When the next call is established on the DN

When set to `true` and when a call is established on the DN on which this person has logged in, recording starts. SIP Feature Server reads this option and adds the option setting to the XS Dialplan Response. SIP Server reads the Dialplan Response and processes the call recording.

request-person-options

Setting: Annex tab, TServer section, in the VoIP Service DN containing the **service-type** option set to `sip-cluster-nodes`
Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: When the next call is established

When set to `true`, SIP Server adds the `request-person-options` tag to the XS Dialplan Requests that are sent to SIP Feature Server.