GENESYS™

Genesys Security Deployment Guide

Encryption of Call Recordings

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Encryption of Call Recordings

This feature uses the Genesys Interaction Recording Solution to record calls and play them back. The solution includes a key management system that creates public and private keys. These keys are used to encrypt the recorded calls and decrypt the calls for playback. Encryption is performed with a session key using AES. The session key is encrypted using a public key and stored in a PKCS7 envelope. During decryption, a private key is used to decrypt the PKCS7 envelope and extract and return the AES key which will be used for decrypting the recording.

For more information about the Genesys Interaction Recording Solution, refer to Genesys Interaction Recording.