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About This Software

Genesys Interaction Recording is a compliance and control platform based on Genesys SIP, Tlib protocol, and the Genesys proprietary event model. Fully integrated to the CIM platform, Genesys Interaction Recording provides economies and powerful recording control via a host of integrations across the suite. Interaction recording uses Media Stream Replication (MSR) with Dual Channel Recording. SIP sessions to the recorder provide basic call information and voice (Real-time Transport Protocol (RTP)) data. MSR is where Media Server replicates the RTPs and makes them available to the recording server. Additional events and information are provided by the T-Server part of SIP Server and TServers themselves.

New Features in 8.5.x

Some of the primary new features added in release 8.5.2:

- Support screen recording.
- Support for multiple storage locations within a single tenant environment.

Some of the primary new features added in release 8.5.1:

- Support for multi-site call recording and retrieval.
- Support for full encryption.
- Support for archival and retrieval of recording files.
- Support for MP3 stereo files (in addition to .wav G.711 stereo files) which provides better compressed storage.
- A unified UI across Call Recording, Quality Management, and Speech and Text Analytics.
- Support for policy based recording by Tenant and Line of Business.
- Support for administration and maintenance of recordings with Genesys Administrator Extension.

Some of the primary new features added in release 8.5.0:

- Recording control via DN and Routing Strategy configuration.
- Supports both Cloud and Premise.
- Support for .wav G.711 stereo files only.
- Support for metadata:
 - UUID
 - AgentDN
 - ANI
 - DNIS
 - Date, Time

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

recording_processor_script

Contains the Windows and Linux installation files for the Recording Processor Script.

recording_crypto_server

Contains the Windows and Linux installation files for the Recording Crypto Server.

recording_plugin

Contains the Windows and Linux installation files for the Recording Plug-in for GAX.

recording_screen_client

Contains the Windows installation files for the Recording Screen Client.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

To gain access to the Genesys Interaction Recording documentation on the [Genesys Documentation website](#), use the following username/password: gir850/genesys.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact customer Care, read the [Genesys Care Program Guide \(Formerly Titled: Technical Support Guide\)](#). Please tell the Customer Care representative that you are a Genesys Interaction Recording 8.5 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Genesys Documentation website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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This product makes use of the Java Transaction API and the source code is available upon request.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of

system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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