

GENESYS

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Manage your Contact Center in Agent Setup

Blob Storage

8/25/2025

Contents

- 1 Access recordings
- 2 Generate new SAS tokens
- 3 Use SAS tokens to list files from the blob storage
 - 3.1 Example
- 4 Use SAS tokens to download files from the Blob Storage
 - 4.1 Example
- 5 Find Blobs by Tags using Account SAS Tokens
 - 5.1 Example



Administrator

Shared Access Signature (SAS) tokens enable you to access your tenant-specific blob storage resources. The information provided below will help you get the SAS tokens you need in order to retrieve and download data from your Genesys contact center.

During tenant provisioning, a tenant-specific blob storage account is created for each tenant. Use the Generate SAS tokens screen in Agent Setup to generate the SAS tokens you need to access the contact center data that certain services make available.

To adhere to General Data Protection Regulation (GDPR) requirements, files stored in blob storage containers are deleted after 30 days by default.

Related documentation:

Important

Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

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Access recordings

Agent Setup Contact Center Settings Agent Groups Users	Transactions Data Tools Audit			
Agent Desktop	Generate SAS Tokens			
	Initiation Date	Expiration Date		
Desktop Options	05/08/2022	© 05/13/2022	12:00 AM	O
Digital Management	Timezone			
Single Sign On	UTC(-08:00) Pacific Time	v		
Desktop Statistics	Revoke existing tokens			
Templates	Generate new tokens			
Gplus Salesforce		No tokens generated yet		
Voicemail & Call Settings	•			
Services Options	•			
Routing Manager				
Keys Management				
Blob Storage	~			
Blob Storage				
				Save

In Agent Setup, under **Contact Center Settings** > **Blob Storage**, you can obtain and refresh URLs and SAS tokens for your recordings and metadata containers.

Let's look at the fields and buttons in this section to learn more about them:

- Initiation Date is the date input field where the administrator can set the SAS token start date.
- **Expiration Date** is the date input field where the administrator can set the SAS token expiry date.
- Use the **Revoke existing tokens** checkbox to invalidate any previously created token(s).
- **Generate new tokens** is the button you click to generate and display the new SAS token (using the specified expiry date above).
- ACCOUNT CONTAINER URL is only used for the "Find Blobs by Tags" API (the Account SAS token will
 not work for container Blob Read and List APIs). Account SAS tokens cannot reference Stored Access
 Policies so Account SAS tokens are only invalid when their expiry date has passed. Providing only the
 "f" permission prevents anyone from downloading a file using the Account SAS token. The Account SAS
 token holder can only use that token to find file names that match a customer-provided query against
 the Blob index tags. This field is read-only.
- RECORDINGS CONTAINER URL specifies the new recording SAS token. This field is read-only.
- **GIM-EXPORT CONTAINER URL** is the storage account name and container name used to display the metadata URL string. It relates to the interaction and party historical reporting data, which serves as metadata for the recordings. This field is read-only.

Important

By default the **RECORDINGS** and **GIM-EXPORT** containers are enabled, however there can be others as screenshots in this guide might show interface elements that might not accurately reflect what you see in the product when you use it.

Link to video

Generate new SAS tokens

To generate new URLs and SAS tokens for your recordings and metadata containers:

- 1. Use the date picker (
- 2. If applicable, check the **Revoke existing tokens** box to invalidate any previously created token(s).
- 3. Click Generate new tokens.
- 4. Click Copy URL.

Warning

Once the new token has been generated and the Container URL and Token information displays, ensure that you copy and store the details *securely* elsewhere, before you navigate away from this page. Agent Setup does not display the information for existing tokens again. Also, ensure that your corporate practices enable authorized personnel and automated systems to obtain refreshed information when new tokens are generated.

5. To view and download the recordings and metadata in your storage account, use the relevant Container URL and Container token together to construct the necessary URLs.

Use SAS tokens to list files from the blob storage

Tip

For more information on listing container contents, see List Blobs from the *Getting Started with REST* guide from docs.microsoft.com.

To list the container contents using your SAS tokens, use the following GET method:

```
curl --request GET "C=list&restype=container"
```

Example

curl --request GET "https://mytenant.blob.core.windows.net/ recordings?sv=2020-02-10&spr=https&st=2021-05-26T10%3A56%3A11Z&se=2021-05-28T22%3A00%3A00Z&sr=c&sp=rl&sig=N0w71

The result is an XML document that lists all blobs available for download:

mytenant/ 003H1G2A6K8AF5PFKG5S02LAES0000V3_2021-05-21_06-19-26-0064020A-10013025-000000001.mp3.bin

Fri, 21 May 2021 06:21:34 GMT
Fri, 21 May 2021 06:21:34 GMT
0x8D91C20AE6F18A7
25216
application/octet-stream

k0DUvvcVv1f+wZXECIy9dw==

BlockBlob Hot true unlocked available true

Use SAS tokens to download files from the Blob Storage

Tip

For more information on downloading a file, see Get Blob from the *Getting Started with REST* guide from docs.microsoft.com.

Once blobs have been listed, they can then be downloaded using the following GET method:

curl --request GET "/" --output ""

Example

```
curl --request GET "https://mytenant.blob.core.windows.net/recordings/mytenant/
003H1G2A6K8AF5PFKG5S02LAES0000V3_2021-05-21_06-19-26-0064020A-10013025-00000001.mp3.bin?sv=2020-02-10&spr=https
--output
```

"003H1G2A6K8AF5PFKG5S02LAES0000V3_2021-05-21_06-19-26-0064020A-10013025-00000001.mp3.bin"

Find Blobs by Tags using Account SAS Tokens

Over time, recordings can accumulate. This necessitates the ability to find the recordings by means of tags before being able to download the correct files. The find by tags functionality can be accessed using the Account SAS URL and Token that is created from the **Generate SAS Tokens** screen.

To find recordings using your Account SAS tokens, use the following GET method:

curl --request GET "?C=blobs&where= @container='recordings' AND RecordingType = 'CALL'"

A date range can also be specified:

```
"comp=blobs&where=@container=recordings AND RecordingType = 'CALL' AND StoredTime >=
'2021-08-19T00:00:00Z' AND StoredTime
```

Example

curl --request GET "https://mytenant.blob.core.windows.net/ recordings?sv=2020-08-04&ss=b&srt=sco&se=2022-01-21T00%3A00%3A00Z&sp=f&sig=18FNWKEQHMksGzySQ0QHfmDtawi2hzeYVfD3

The result is an XML document that lists all the blobs satisfying the conditions:

```
@container='recordings' AND RecordingType = 'CALL' AND StoredTime >= '2022-01-09T00:00:00Z'
AND StoredTime
20
```

8888/0004C06AN88TN2MP904S02LAES000001_2022-01-10_05-59-26-0064021D-10011931-00000001.mp3.bin recordings

RecordingType CALL

. . .

. . .

. . .

. . .

StoredTime 2022-01-10T06:01:34Z

Manage your Contact Center in Agent Setup

2!356!MDAwMDI3IXJlY29yZGluZ3MBMDFENzRCNEJCNUJBREREOCEwMDAwOTIh0Dg40C8wMDA0QzA2QU440FR0Mk1Q0TA0U08yTEFFUzAwMTNSU