

GENESYS

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Manage your Contact Center in Agent Setup

Recording options

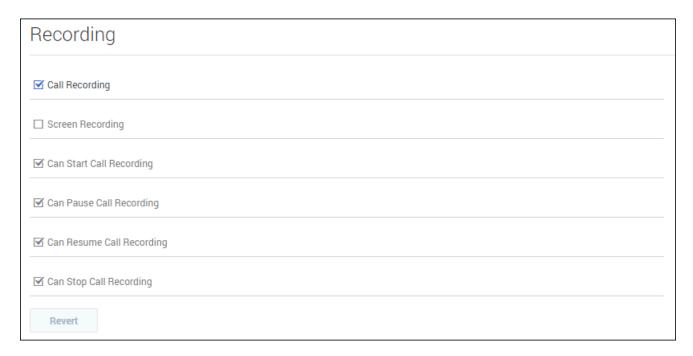


Administrator

Learn how to enable recording options in Agent Setup.

Related documentation:

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In the **Recording** section, you can configure the following options:

- Call Recording sets the agent's desktop to record all voice interactions.
- Screen Recording sets the agent's desktop to record all screen interactions.
- Can Start Call Recording allows the agent to start an active recording.
- Can Pause Call Recording allows the agent to pause an active recording.
- Can Resume Call Recording allows the agent to resume an active recording.
- Can Stop Call Recording allows the agent to stop an active recording.