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Genesys Recording, Quality Management, and Speech Analytics Administrator's Guide

Access control for Recording users

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Each recording file is considered an object that is subject to access control at the user level. This page describes how to control user access.

Related documentation:

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When a recording file is generated, the access control for the recording file is set based on the following criteria:

1. Access control is set based on the agent that was recorded. Agents are organized as an agent hierarchy; for example, the hierarchy can be a reporting structure in an organization.
Note: With IVR recording, there is no associated agent for the specific segment of the call, since IVR is not a user.
2. Access control is set based on partitions. Partitions are set as a specific attached data in a call, and the attached data is typically set by a routing strategy.

To search and playback a recording file that is subject to access control, the user accessing the Recording application must be assigned to the appropriate Access Groups to access the recordings. If the user accessing the application is an agent, they are granted implicit playback access to their own recordings.

Agent hierarchy

The agent hierarchy shows how the agents are organized in the hierarchy, and the hierarchy is represented as a field configured within Agent Setup. For more information, see the description of the Recording Hierarchy option in Manage agents and other users.

The following example shows the agent hierarchy with four agents:

- /
 - Anthony
 - John
 - Agent1
 - Agent2
 - Paul
 - Agent3

-
- Agent4

Agent1 and Agent2 are on John's team. John reports to Anthony.

To represent this structure, the following fields are configured in each agent:

| Agent | agent_hierarchy |
|--------|-----------------|
| Agent1 | /Anthony/John |
| Agent2 | /Anthony/John |
| Agent3 | /Anthony/Paul |
| Agent4 | /Anthony/Paul |

Important

When there are agents specified in the path, the path must contain the username for those agents. For example, for the hierarchy /Anthony and /Anthony/John, Anthony and John must match the usernames for Anthony and John.

If a user wants to listen to recordings handled by Agent1, the user needs to be granted access to either the Anthony, or the John Access Group. If a user is granted access to the Anthony Access Group, that user has access to recordings from all four agents, because all four agents are within Anthony's hierarchy.

Partitions

Partitions are arbitrary names that allows a contact center to partition recordings based on business rules. For example, partitions can be business groups such as sales, support, marketing, etc. To set one or more partitions to a recording, attach data to the call with the `GRECORD_PARTITIONS` key with a comma-separated list of partition names.

For example, if the `GRECORD_PARTITIONS` key is set to `/sales,/support`, the recording belongs to the `/sales` partition as well as the `/support` partition.

To access any recording belonging to a partition, the user must be assigned to an Access Group with the same name. For example, if user1 is assigned to the `/sales` Access Group, user1 can search and playback any recordings within the `/sales` partition.

Access groups

All access groups for recording purposes must be created within the **Recording** folder. The access group `/` grants access to all recordings. For more information on configuring access groups, see Access Groups.