GENESYS™

How Recording, Quality Management and Speech Analytics works

2/21/2026

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  - Administrator

The Genesys Recording, QM and Speech Analytics solution evaluates recorded customer interactions for data about what is happening in your organization.

Related documentation:
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Contents

What Recording, Quality Management and Speech Analytics does

The Genesys Recording, QM and Speech Analytics solution evaluates recorded customer interactions for data about what is happening in your organization. SpeechMiner is the name of the user interface (UI) within Genesys Multicloud CX (PEC) that provides a single UI with which you can review and analyze this data to uncover the cause and effect relationships that influence business issues and contact center performance.

Recording

Recording, also referred to as Genesys Interaction Recording (GIR) provides cradle to grave dual channel voice recording for customer-ivr and customer-agent conversations as they occur within the Genesys Multicloud CX Contact Center. For more information refer to: Recording Administrator's Guide.

Quality Management (QM)

Quality Management (QM) enables you to monitor quality and evaluate agent performance on a periodic and consistent basis while minimizing effort through automated interaction selection to improve customer experience and engage with your staff.

Speech Analytics

Speech Analytics, also referred to as Genesys Interaction Analytics (GIA), provides automated speech analytics capabilities on all recorded customer-agent interactions to provide deep insight into these conversations.
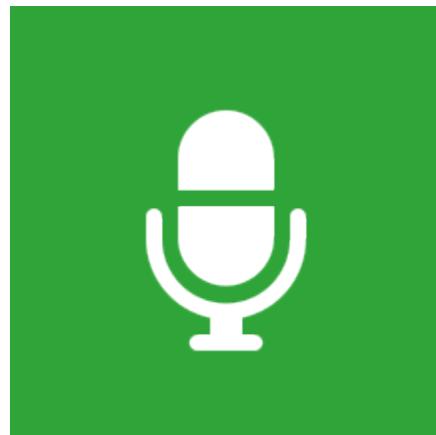
How Recording, Quality Management and Speech Analytics works

To review, analyze and uncover the cause and effect relationships that influence business issues and contact center performance, SpeechMiner UI users can perform search and playback for voice and screen recordings, perform traditional quality management tasks such as evaluation of interactions through form based scoring, or advanced speech analytics capabilities such as topic analysis or trending and exploration analysis of transcripts. For more information refer to: Recording, Quality Management and Speech Analytics (SpeechMiner UI).

Accessing Genesys Recording, QM and Speech Analytics

Players: Agents, Supervisors, Administrators

Actions: Use Genesys Recording, Quality Management and Speech Analytics to convert unstructured conversations into structured output, turning it into metadata and transcripts that can be analyzed.

- Get started