Genesys Engage On-Premises Use Cases

Genesys Voice and Screen Recording (EE08) for Genesys Engage on premises

2/5/2026

Record voice and screen interactions

What's the challenge?

You need to meet contact center compliance and quality needs, within budget and strategy. When complete voice and screen recordings are too expensive, complicated or don't fit your technology vision, that exposes you to unnecessary costs and risks.

What's the solution?

Get end-to-end interaction recordings by capturing calls and screen activity. Genesys Voice and Screen Recording, already available on your Genesys Customer Experience platform, is simple and cost-effective to add, use and manage. Boost quality, reduce risk and help the contact center improve performance.

Other offerings:

PureConnect

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Use Case Overview

Story and Business Context

Recording calls and agent screens is important for quality management purposes. Simultaneous playback of recorded calls and agent screens helps to identify issues with agent efficiency, desktop applications, and to identify the training needs of each agent. This powerful solution will enable the modern contact center to record the entire customer interaction, allowing the contact center to meet quality or regulatory compliance requirements. Genesys provides organizations with reliable, high-quality recordings of both audio communications and related desktop screen activity.

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Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line:

Use Case Benefits	Explanation
Reduced Deployment Costs	Eliminate the need to purchase additional hardware, software and the associated maintenance and support services through integrated approach with Genesys Interaction Recording
Reduced Penalties and Fines	Record 100% of calls with no lost calls

Summary

100% voice recording of customer conversations for compliance and regulatory requirements, with a sub-selection of screens being recorded.

Use Case Definition

Business Flow
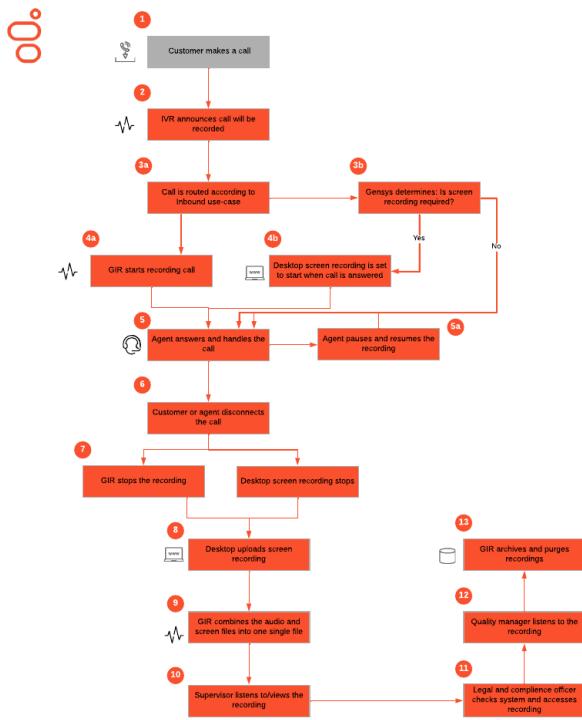
Business Flow Description Step 1: Customer makes a call to one of the service lines of the company

Step 2: The IVR announces that the call is going to be recorded

Step 3a: The call is handled and routed to an agent following the logic of the Inbound Voice distribution strategy which is implemented for the Service Line. This can be one of the existing Inbound Voice use cases (please see the documents of these use cases for more detail). The Inbound Voice routing strategy is not within the scope of this use case.

Step 3b: Based on a percentage, which is set in Genesys by the administrator, it is determined if the screen needs to be recorded.

Step 4a: Genesys Interaction Recording starts the voice recording.

Step 4b: If in Step 3b, it is determined that the screen needs to be recorded, Genesys will start screen recording as soon as the agent answers the call.

Step 5: The agent can answer the call from a single, dedicated desk within the site (product limitation).

Step 5a: The agent may (if enabled) pause/resume the recording manually via the standard integration with Genesys Workspace when sensitive data needs to be entered. This pauses both voice and screen recording.

Step 6: Customer or agent disconnects the call.

Step 7: Genesys Interaction Recording stops the voice recording. Screen recording will be stopped after the ACW period has ended.

Step 8: Genesys uploads the screen

recording files to the central system immediately, or at configured intervals.

Step 9: Genesys Interaction Recording combines audio and screen into single files.

Step 10: Supervisor searches for, retrieves and listens to a recording made by one of their agents.

Step 11: Legal and Compliance officer checks the system for compliance and retrieves recordings for legal purposes.

Step 12: Quality Manager searches for, retrieves and listens to recordings to use in agent evaluations

Step 13: Genesys Interaction Recording archives and purges recordings according to the rules configured

Business and Distribution Logic

Business Logic

Parameters and Business Rules

Details of the business flow described in the previous chapter depend on how the system will be set up for your environment. This chapter describes the options which are available and how the initial set-up will be done for your environment by Genesys Professional Services within the scope of this Smart use case.

Metadata

Metadata are tags which will be added to the recording and allow precisely targeted interaction search and selection for evaluation and analysis. What data are available depend on the distribution logic implemented in your environment and will be defined with you during the implementation project. Genesys Professional Service will configure up to 10 metadata elements within the scope of this use case.

Archiving and Purging Criteria

Recordings can be archived and / or purged from the system after a specified time. After recordings have been purged, they are no longer available for supervisors or compliance officers via the Genesys user interface. The corresponding policies will be configured during the set-up of this use case. Within the scope of this use case, we will set up one set of rules which will be valid for all recorded calls. Archived files are not managed by GIR. It is customer's responsibility to set up lifecycle policy of these archives and purge them after the lifecycle period.

Access Control

Access control to recordings is managed by user roles and associated permissions as well as by the organizational hierarchy defined for the individual agents. The scope of this use case includes default set of roles that can be provided upon request.

Pause / Resume recording

The ability for an agent to pause / resume a recording from his agent desktop will be enabled or disabled based on customer requirements.

Screen Recording Percentage

Screen recording will be done for a percentage of calls only. The system will be set up with a fixed percentage. Audio will be recorded in 100% of the cases.

Distribution Logic

N/A

User Interface & Reporting

Agent UI

- The agent will have the optional capability to pause/resume a recording when confidential information is passed via the call via his agent desktop.
- The Screen Recording Service is installed on the agent's desktop by IT.

Reporting

Real-time Reporting

N/A

Historical Reporting

Historical reporting is provided by templates in the SpeechMiner UI (business interface), which is part of Genesys Interaction Recording.

In addition to the historical reporting, Genesys Interaction Recording provides audit logs for recording access. These audit logs contain the following information:

- Who accessed a recording
- Which recording
- When
- Deletions
- Playback requests

- Exports

- Report exports

- Customer ID

- Interaction Type

- Reason Code

- All attached metadata

- Archive and Purging logs

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	**Inbound** - Genesys Call Routing (CE01) - Genesys Personalized Routing (CE02)	None	None

General Assumptions

- The Record Voice and Screen Interactions Use Case supports 100% voice recording at the DN level only (no other recording methods).

- Apache is the only load balancer currently supported for GIR.

- GIR MCP's will not be shared with GVP

- The following activities are out of scope:

  - Configuration of Network at its final state: SBC, Media Gateways, VLANs, Firewalls, NAT, Trunking services, etc.

  - Configuration or Setup of additional Load Balancer software/hardware (DNS method or other)

  - Load balancing or cluster for API Servers

  - Load balancing for SpeechMiner UI

- Configuration of External Storage system (e.g. SAN / NAS)

- Set up of lifecycle policy for archived files

- Installation of the standard out of the box WDE/WWE beyond those for initial testing

- Installation of the standard out of the box WDE/WWE

- Customization of other desktop application to enable Dynamic Recording

- High Availability for the Apache load balancer

- Provisioning of recordings from other vendors

- The only supported desktops for GIR with Screen Recording is Workspace Desktop Edition and Workspace Web Edition

Document Version

- Version **version 1.0.2** last updated **February 5, 2026**