This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage On-Premises Use Cases

Genesys Selective Recording (EE30) for Genesys Engage on premises

1/13/2026

Deliver selective recording of your agents based on metadata for review purposes

What's the challenge?

You need selective recording of agents for review purposes based on metadata such as percentage-based, business-unit based, and customer type-based interactions. Without this, you can’t monitor and improve team performance.

What's the solution?

With Genesys Selective Recording, you can define recording rules to capture the interactions that matter most to you.

Contents

- 1 What's the challenge?
- 2 What's the solution?
- 3 Use Case Overview
  - 3.1 Story and Business Context
  - 3.2 Use Case Benefits*
  - 3.3 Summary
- 4 Use Case Definition
  - 4.1 Business Flow
  - 4.2 Business and Distribution Logic
- 5 User Interface & Reporting
  - 5.1 Agent UI
  - 5.2 Reporting
- 6 Customer-facing Considerations
  - 6.1 Interdependencies
  - 6.2 Document Version

Use Case Overview

Story and Business Context

Genesys Interaction Recording is a compliance and control platform based on Genesys SIP, the T-Lib protocol, and the Genesys proprietary event model. Fully integrated to the CIM platform, Genesys Interaction Recording provides economies and powerful recording control via a host of integrations across the suite.

This solution enables the modern contact center to record selective customer interaction, allowing the contact center to improve recording control and target discreet interactions for recording.

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:

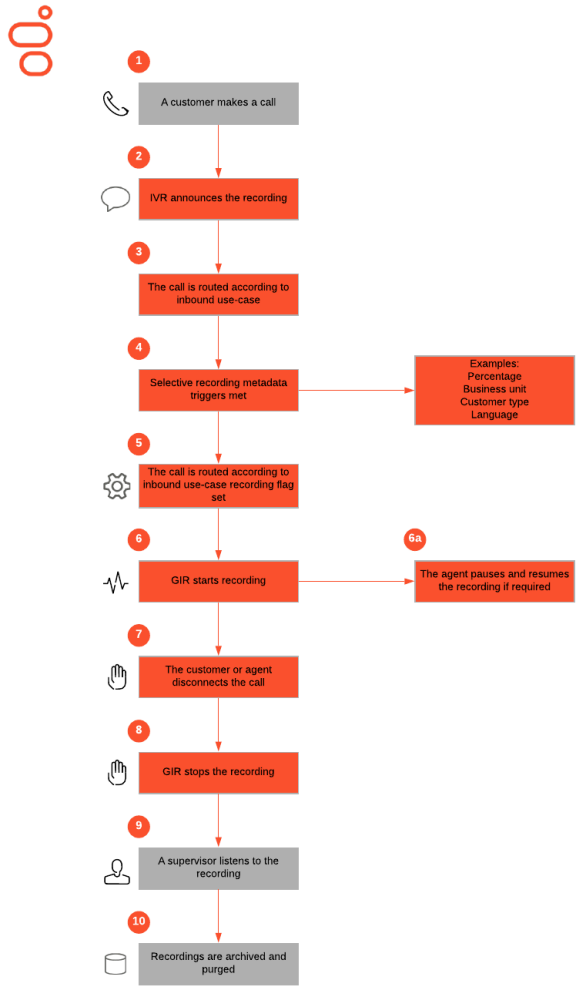
Use Case Benefits	Explanation
Reduced Administration Costs	Target recording by percentage, type of call or customer according to business need.
Reduced IT Operational Costs	Lower hardware footprint and storage requirements than for "blanket" recording.

Summary

This use case allows for selective recording of agent for review purposes based on metadata such as percentage-based, business-unit based, and customer type-based interactions.

Use Case Definition

Business Flow



Business Flow Description

1. Customer makes a call.
2. IVR announces recording.
3. Call is processed according to the inbound use case.
4. Selective recording metadata triggers are met: percentage, business unit, customer type, language.
5. Call is routed according to the inbound use case, with the recording flag set.
6. Interaction Recording starts recording.
   - Agent pauses or resumes the recording.
7. Customer or agent disconnects the call.
8. Interaction Recording stops and stores the recording.
9. Supervisor listens to the recording.
10. Interaction Recording archives and purges the recordings.

Business and Distribution Logic

Business Logic

Details of the business flow described in the previous section depend on how the system is set up for your environment. This section describes the available options and how Genesys Professional Services does the initial setup for your environment.

Metadata

Metadata are tags that are added to the recording and allow precisely targeted interaction search and selection for evaluation and analysis. What data is available depends on the distribution logic implemented in your environment.

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 from the Genesys user interface. The corresponding policies are configured during setup. This use case provides one set of rules that are valid for all recorded calls. GIR does not manage archived files. It is the customer's responsibility to set up the 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. This use case includes a default set of roles that can be provided upon request.

Pause / Resume recording

The ability for an agent to pause / resume a recording from their agent workspace is enabled or disabled based on customer requirements.

Routing Rule

The rule by which the decision to record is set. Requires a decision block within the routing strategy prior to the TRouteCall.

Configure the TRouteCall request in the routing strategy to include the key record, with the values:

- **destination** for agent-side recording—Recording stops when the agent transfers the call, unless recording is set up on the new routing point.
- **source** for customer-side recording—Recording stops when the customer leaves the call.

Attached Data

Add the following attached data key to prescribe the partitions with which the recording is to be associated.

- GRECORD_PARTITIONS

Distribution Logic

N/A

User Interface & Reporting

Agent UI

Using Agent Workspace, the agent can pause or resume a recording when confidential information is passed via the call.

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 accessed
- 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	**Workforce Engagement** • Genesys Voice Recording (EE07) • Genesys Voice and Screen Recording (EE08)	None	None

General Assumptions

- The Record Interactions – Base package supports up to 100% selective voice recording based on Recording Rules, at the DN level only (no other recording methods).
- Apache is the only load balancer currently supported for GIR.
- GIR MCPs 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
  - Configuration of External Storage system (such as SAN / NAS)
  - Setup of lifecycle policy for archived files
  - Installation of the standard out-of-the-box WDE
  - Customization of any other desktop application to enable Dynamic Recording
  - High Availability for the Apache load balancer
  - Provisioning of recordings from other vendors

Document Version

- Version **v 1.0.3** last updated **January 13, 2026**