GENESYS™

Genesys Interaction Recording Solution Guide

Architecture and Features

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Architecture and Features

The overall recording architecture is designed to adapt to different target solutions, while the core of the basic call flow remains consistent throughout all target solutions. Click on the following links to read more about the Genesys Interaction Recording (GIR) architecture and its features.

- GIR Core Components
- Multi-Site Call Transfers
- Typical CallFlows
- The Recording Model
- Screen Recording
- Media Life Cycle Management
- Using Multiple Storage Locations for Screen Recording
- High Availability
- Security and Encryption
- Archiving and Metadata
- Access Control for Users
- How the T-Library Works
- User Interfaces
- Geo-Location
- AudioTones