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Genesys Interaction Recording Solution Guide

Deploying Genesys Interaction Recording in a Single-Tenant Deployment

12/16/2025

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Contents

- **1 Deploying Genesys Interaction Recording in a Single-Tenant Deployment**
 - 1.1 Installation considerations
 - 1.2 Single-Tenant Deployment

Installation considerations

This section provides the deployment steps required to configure GIR with a single-tenant Configuration Server.

Important

Each component should be sized according to the Tenant sizing needs.

Once the deployment steps are completed, the tenant will include the following items:

[+] Show items.

- Users (that is, only users within a tenant are allowed to access GIR).
- Permissions
- Access control of voice and screen recordings for search, view and playback.
- The ability to view the agent hierarchy.
- Recording conditions (full time recording, selective recording).
- Recording retention policies.
- Recording storage location and policies.
- Recording backup policies.
- Audit logs.
- Use of encryption keys.
- Administration of encryption keys.
- Screen recording policies.
- Quality management functionalities.

Tenant components

The following is a list of the components that can be deployed as tenant-specific components:

[+] Show tenant components.

- SIP Server
- ICON
- ICON DB
- Recording storage – WebDAV server

- Muxer
- Recording Processor Script or Voice Processor
- Recording Crypto Server
- Interaction Recording Web Services (RWS)
- SpeechMiner
 - Database instance
 - Tenant reporting on SQL Server Reporting Services
 - Interaction Receiver
 - UPlatform
 - SpeechMiner Web
- Screen recording service (runs on the agent's PC)

Single-Tenant Deployment

This section provides the tasks required to install and configure the Genesys components and features for Genesys Interaction Recording.

To successfully deploy GIR in a single-tenant deployment, you must perform the following procedures in the order presented:

1. [Genesys Administrator Extension](#)
2. [Interaction Recording Web Services \(RWS\)](#) (or [Web Services and Applications](#) if you're using version 8.5.210.02 or earlier)
3. [SIP Server](#)
4. [Interaction Concentrator \(ICON\)](#)
5. [Recording Plug-in for GAX](#)
6. [Recording Processor Script](#) or [Voice Processor](#)
7. [Recording Crypto Server](#)
8. [Genesys Voice Platform](#)
9. [Screen Recording Service](#)
10. [Recording Muxer Script](#)
11. [User Access](#)
12. [Workspace Desktop Edition](#)
13. [Speech and Text Analytics \(SpeechMiner\)](#)
14. [Security \(TLS\)](#)
15. [Media Lifecycle Management](#)
16. [Geo-Location](#)

- 17. [Audio Tones](#)
- 18. [Encrypting and Provisioning Certificates](#)
- 19. [Enable Call Recording](#)
- 20. [Enable Screen Recording](#)
- 21. [Recording Storage Folder Hierarchy](#)
- 22. [Load Balancing](#)