Genesys Interaction Recording Solution Guide

Deploying SpeechMiner for GIR

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Contents

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GIR uses the SpeechMiner application to play back call and screen recordings that are stored in the GIR system. Note that call or screen recordings that have been backed up and then purged from the GIR system cannot be played back through SpeechMiner. These should be played with your own media player.

Installing SpeechMiner

To install and configure SpeechMiner, follow the instructions in the Deploying SpeechMiner topic of the *SpeechMiner Administration Guide*. Pay attention to the instructions specific to Analytics and Recording UI, or Recording UI Only modes.

> **Important**
>
> The UConnector service is not required for GIR.

> **Important**
>
> To access this content:
>
> - **Customers**: Log in to My Support and select *Documentation*.
> - **Partners**: Log in to Partner Portal and select *Genesys Technical Docs*.
> - **Employees**: Go to the internal access point.

Upgrading SpeechMiner

For information about upgrading your SpeechMiner components, see the SpeechMiner 8.5.x Upgrade Guide.

The SpeechMiner documents are restricted and require specific credentials to access the content. If you have a login, you can access the docs here: Login.

If you are a Genesys employee:

- To access the online documents and if you don't have an account on this site, click the **Employee Login / Restricted Content** link in the lower-right corner of the page. Create your login and send your username to Tech Pubs Admins so that we can grant you access.

If you are a Genesys Partner or customer:

- Contact the product manager to access to these documents.

If you are upgrading SpeechMiner, you must upload and deploy the Solution Definition (SPD) files in order to gain access to any new Genesys Administrator Extension roles or privileges.

For more information about uploading the SPD file, see the Upgrading the Plug-in.

Configuring SpeechMiner users

In addition to the configuration that is described in the *SpeechMiner Administration Guide*, the SpeechMiner database and application must be configured specifically for Genesys Interaction Recording (GIR).

1. Use Genesys Administrator Extension to create four new Application Templates:
   a. Import the following templates from the SpeechMiner CD:
      - `Speechminer_ClientApplications.apd`
      - `Speechminer_InteractionReceiver.apd`
      - `Speechminer_Platform.apd`
      - `Speechminer_Web.apd`
   b. Verify that each template has `Genesys Generic Server` in the **Type** field.
   c. Verify that the log parameters are defined.

2. Create four new Application objects using the newly created templates.
   a. Enter the names in the **Name** field as they are indicated in the template. For example, name SpeechMiner Platform application, `Speechminer_Platform`, where `SpeechMiner` is the default and can be changed in the SMConfig Recording panel. The name used and the name in the SMConfig Recording panel should match.
   b. Set the hosts.
   c. The Start info Working Directory, Command Line must not be empty. Set it to ".".

   > ### Important
   > The SpeechMiner components do not integrate with LCA.

3. Use Genesys Administrator Extension to create an additional new Application Template:

    a. Import the following template from the SpeechMiner CD:

- `Speechminer_node.apd`

    b. Verify that the template has `Genesys Generic Client` in the **Type** field.

4. Create three new Application objects.

    a. In the **Name** field, enter the name of each application object. The three new Application objects should be named as follows: (where SpeechMiner is the default and can be changed in the SMConfig Recording panel. The name used and the name in the SMConfig Recording panel should match):

- `Speechminer_Platform_Node`
- `Speechminer_InteractionReceiver_Node`
- `Speechminer_Web_Node`

    b. Create a connection for each Application object to the Server application with the similar name. For example, for *Speechminer_Web_Node* use the name *Speechminer_Web*.

5. In **Genesys Administrator Extension**, navigate to **Configuration > Environment > Tenants** and in the **Options** tab of each Tenant (including the Environment tab), in the **[recording.archive]** section configure the following parameters:

- user
- password

> ## Important
>
> The user and password value must be the same as the username and password configured in both of the following sections:
>
> - **Configuring SpeechMiner Interaction Receiver Authorization Header** in the **Recording Destinations** section of IVR profile configuration.
> - Configuring SpeechMiner settings in RWS.

6. In the SMConfig-Login screen (SpeechMiner Configuration), login with your Configuration Server credentials (for example, `default/password`) and set the Configuration Server host and port.

> ## Important
>
> When you are logging in for the first time, you must go to the license tab, and add your recording-only license, and login to SM Config again. You will see the **Recording** tab in the UI only after you have added the license .

7. In the Sites and Machines/Machines and Tasks screen:

- Configure the `Interaction Receiver` tasks.

- Click **Select Languages** and select **English USA**.

8. Perform the following:

   - Configure the **User Application Name** so that it refers to the application you want to use for authenticating users. By default, it is **default** and should only be changed in a multi-tenant environment, for security reasons. For details, refer to the Configuring SpeechMiner users section in the Permissions page.

   - Enable the following tasks in the SpeechMiner configuration (Recording Only mode):

     - web server

     - interaction receiver

     - indexer

     - uplatform

9. In the Media panel of SMConfig, set the following to avoid creating unnecessary audio files and storing them for too long (Analytics Only mode):

Parameter	Value
Recognition Audio Format	WAV_PCM
Create compressed audio file	Do not Generate
WAV_PCM Retention Period	0

10. In the Recording tab, set the parameters.
    [+] Show the table that describes the parameters.

Section	Parameter	Description	Example
Configuration	Tenant	Specifies the tenant as configured in Genesys Administrator Extension. **Note:** For single-tenant contact centers, the Tenant should match the tenant used in the configuration server.	Resources
	User and Password	The Configuration Server user and password that SpeechMiner applications should use when connecting to the Configuration Server. Verify that the specific user was given read and execute permissions for the tenant object in the configuration server and all its objects in the tenant object	

Section	Parameter	Description	Example
		hierarchy.	
	Application Name	Specifies the prefix of the SpeechMiner application objects as configured in Genesys Administrator Extension.	SpeechMiner
	User Application Name	The name of the Configuration Manager application object that will be used to validate user credentials.	
	Update Agents Every	Specifies how often to update the agent tree in the user interface.	24 hours
Interaction Receiver	Default Program	Specifies the Program ID to be used if the Recording Processor Script does not assign a Program ID to the call.	default
	Extension Speaker Type	Specifies the type of speaker to be used for the extension side of the call.	agent
	Trunk Speaker Type	Specifies the type of speaker to be used for the trunk side of the call.	customer
RP Authorization **Note:** The values of RP Authorization User and Password must match the values that are configured in the SpeechMiner Interaction Receiver Authorization Header in the IVR Profile.	User	Specifies the username used by the Recording Processor Script when posting metadata to the SpeechMiner Interaction Receiver.	<rp_username>
	Password	Specifies the password used by the Recording Processor Script when posting metadata to the SpeechMiner Interaction Receiver.	<rp_password>
MCP Authorization **Note:** The values of MCP Authorization User and Password must match the values that are configured in the SpeechMiner HTTP Authorization Header in the IVR Profile. Leave these parameters empty unless you have purchased and enabled speech analytics	User	Specifies the username used by the MCP when posting files to the SpeechMiner Interaction Receiver.	<username>
	Password	Specifies the password used by the MCP when posting files to the SpeechMiner Interaction Receiver.	<password>

Section	Parameter	Description	Example
mode on SpeechMiner.			
Playback	RCS URI	Specifies the URI that the SpeechMiner Web Service component uses to communicate with the Recording Crypto Server as a server-to-server connection. This parameter is used for playback of call recordings.	`http://<Recording Crypto Server Host>:<port>/rcs` or `https://<Recording Crypto Server Host>:<port>/rcs`
	RWS URI	Specifies the URI that the SpeechMiner Web Service component uses to communicate with Interaction Recording Web Services as a server-to-server connection. This parameter must be set to use the tagging or deletion protection functionality. **Note**: You must disable CSRF protection functionality in RWS if you are using tagging or deletion protection.	`http://<Interaction Recording Web Services host>:<port>` or `https://<Interaction Recording Web Services host>:<port>`
	External RCS URI	Specifies the URI that the SpeechMiner browser application uses to access the Recording Crypto Server. **Note:** This parameter is required to playback encrypted screen recordings, unless you have configured the local decrypt URI prefix (refer to Local Decrypt URI Prefix for Call Recording and Screen Recording).	`http://<Recording Crypto Server Host>:<port>/rcs` or `https://<Recording Crypto Server Host>:<port>/rcs`
	External RWS URI	Specifies the URI that the SpeechMiner browser application uses to access Interaction Recording Web Services. **Note:** This parameter is required for screen recording playback only. If you do not	`http://<Interaction Recording Web Services host>:<port>` or `https://<Interaction Recording Web Services host>:<port>`

Section	Parameter	Description	Example
		want to use screen recording, leave this value blank.	

11. Depending on the license you are using and only after you have verified that the license matches the installation mode, perform one of the following:

- In **Recording and Analytics** mode, create and apply a program in SMART for every Program ID that RP may send.

> ## Important
>
> Both of these actions can be skipped, if the default in the database is satisfactory, or if the Recording Processor Script includes the program ID in the metadata.
>
> On a per-call basis, the attached data key GRECORD_PROGRAM can be set to define the program external ID to be used for this call. For example, attached data can be set in a routing strategy.

12. Configure the roles and permissions for the SpeechMiner Users.