Genesys Interaction Recording Solution Guide

Example Solution Definition SPD File

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The Recording Plug-in for GAX includes a Solution Definition (SPD) file. This file includes the options to create default Recording and SpeechMiner roles. For more information about deploying and configuring SPD files in GAX, see Solution Package Definitions and Authoring Solution Definitions.

> ## Important
>
> - The SPD file only supports Configuration Servers that are provisioned in English.
>
> - The SPD file does not support a configuration unit or a site that includes folders with the name Persons, Access Groups, or Roles.

The SPD file can optionally perform the following actions:

1. Creates T-Server and Media Control Platform (MCP) recording alarm conditions:

   - T-Server Record Failure

   - MCP Record Failure

   - MCP Record Post Failure

   - MCP Record Post Backlog Exceeded

   - MCP Too Many Recordings to Recover

2. Configures the T-Server recording alarm interval time:

   - Sets the `recording-failure-alarm-timeout` parameter in the TServer section on all T-Server applications.

3. Configures the MCP recording alarm interval time:

   - Sets the `alarminterval` parameter in the `mcp` section on all MCP applications.

4. Creates the recording certificate roles:

   - Record Certificate Administrator privileges—`Administration of Recording Certificates` and Keys and `Decrypt a Recording`

   - Record Certificate User privilege—`Decrypt a Recording`

5. Creates the default SpeechMiner roles:

   - SpeechMiner Administrator

   - SpeechMiner Power User

   - SpeechMiner Regular User

   - SpeechMiner Event Audit

   - SpeechMiner SMART Power User

- SpeechMiner SMART User

  For more information about the SpeechMiner roles, see the SpeechMiner User Manual.

6. Creates the base SpeechMiner access groups:

   - Recording access group folder

   - Recording folder "/" access group

7. Configures record archiving:

   - Creates a user (under Environment or a tenant) to be used for SpeechMiner API calls related to record archiving.

   - Sets the user in the Environment or tenant recording archive configuration.