Genesys Interaction Recording Help

Recording Certificate Overview

12/16/2025

Recording Certificate Overview

The Genesys Interaction Recording Key Management System has three responsibilities:

1. Provision public and private keys for each tenant.

2. Store the private key securely in encrypted form in a database.

3. Decrypt the recorded audio or screen recording file using the encrypted session key that is associated with the recording.

This section describes how to manage the Recording Certificates in your Genesys Interaction Recording solution.

- Manage Recording Certificates
- Enable Screen Recording
- Enable Audio for Voice Recording