Genesys Interaction Recording Migration Guide

Genesys Interaction Recording Migration Guide

5/7/2025

Genesys Interaction Recording Migration Guide

Welcome to the *Genesys Interaction Recording Migration Guide*. This document provides information about migration and upgrading. See a summary of sections below.

Migrating

Use this section to learn more about migrating to Interaction Recording Web Services from Web Services and Applications.

Migrating to Interaction Recording Web Services from Web Services and Applications

Upgrading

Use this section to learn more about upgrading to the latest version of the Interaction Recording Web Services component from an existing GIR installation using Interaction Recording Web Services.

Upgrading Interaction Recording Web Services