Genesys Interaction Recording Solution Guide

Additional Feature Configuration

5/8/2025

Additional Feature Configuration

Contents

Audio Tones

The following section outlines the general configuration for audio tones.

Media Server

The following table describes the options required for audio tones when using Media Server:

Section Name	Parameter Name	Description
Conference	record_recorddnhearstone	Specifies whether the RecordDN (Party A) hears the repeating tone.
Conference	record_otherdnhearstone	Specifies whether the OtherDN (Party B) hears the repeating tone.

Media Server allows you to configure whether the recording also gets the audio tone. When the audio tone is injected into the call, Media Server distinguishes between what the participant hears and what the participant says. The above two configuration parameters affect what the participant hears.

Section Name	Parameter Name	Description
Conference	record_chan2source	Specifies the recorded media that represents the first participant (Record DN) in the recording session. • recorddnsays • otherdnhears If the Other DN is configured to receive consent and you want the consent to be recorded, set the value to otherdnhears.
Conference	record_otherdnhearstone	Specifies the recorded media that represents the second participant (Other DN) in the recording session. • otherdnsays • recorddnhears If the Record DN is configured to receive consent and you want the consent to be recorded, set the value to recorddnhears.

Enable Call Recording

Call recording can be enabled through three methods:

1. Full-time recording or Total recording—A specific DN is configured to enable recording for all calls for the specific DN.
2. Selective Recording—Record a party in the call is determined at a route point and the recording starts as soon as the call is established.
3. Dynamic Recording—Start/stop/pause/resume a recording call can be requested by an agent at any time after the call is established using Interaction Workspace.

Once a recording has started, there are two conditions where the recording stops:

1. When the party being recorded leaves the call, or when the customer drops the call. For example, when the recording applies to the agent in the call and the call is transferred to a second agent. The recording is stopped when the agent leaves the call. Note that the second agent can have recording enabled and the same call gets recorded with a second call recording segment.
2. When dynamic recording control requests the recording to be stopped.

Important

If using Workspace Desktop Edition for the agent desktop, the agent can hide the status of the recording. This functionality can be enabled through Workspace role configuration. For more information, see the Setting Up Agents on the System in the Workspace Desktop Editon documentation.