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Genesys Interaction Recording Solution Guide

Appendixes

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The follow sections provide examples and supplementary information that can help you configure your Genesys Interaction Recording solution.

- [Example Solution Definition SPD File](#)
- [Disk Storage Recommendations](#)
- [Sample Certificate and Key File Generation](#)
- [Interaction Recording Web Services \(or Web Services if you're using version 8.5.210.02 or earlier\) Group Settings](#)
- [Creating Folder Hierarchy for Recording Storage](#)
- [Agent Hierarchy Examples](#)
- [Secure Transport Configuration](#)
- [Recovering Metadata for SpeechMiner](#)
- [Automated Recovery of Recordings](#)
- [Troubleshooting](#)
- [Understanding Genesys Interaction Recording](#)
- [Minimum Recommended Versions](#)
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