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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.