Genesys Interaction Recording Help

Recording Parameters

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Recording Parameters

The following table describes the recording parameters on the **Recording** tab. Those parameters that contain a red asterisk (*) with the **Parameter Name** are mandatory.

Parameter Name	Description
Recording Destinations Section	
Storage Destination	The path to the first recording destination. For example, `http://testing.com`.
SpeechMiner Destination	The path to the SpeechMiner recording destination. For example, `S3:bucket_test`.
Storage HTTP Authorization Header *	The authentication for the first destination of the recorder. The format is `username:password`, where `username` and `password` are the webserver credentials. This field is visible only if the **Storage Destination** is either HTTP or HTTPS.
Recording Processor URI	The URI that MCP uses to post the metadata of the audio recording after the recording is complete. MCP uses HTTP POST to send the metadata to the Recording Processor. The format for this parameter is: `http:// <Recording Processor Host>/api/ contact-centers/<Contact Center Domain Name>/recordings`.
SpeechMiner AWS Access Key ID	Specifies the Amazon Web Services (AWS) Access Key Id used for building the authorization header to allow access to the Amazon S3 cloud. **Note:** This field is required if the **SpeechMiner Destination** field is set to S3 (Amazon Cloud).
SpeechMiner AWS Secret Access Key	Specifies the AWS Secret Access Key Id used for building the authorization header to allow access to the Amazon S3 cloud. **Note:** This field is required if the **SpeechMiner Destination** field is set to S3 (Amazon Cloud).
SpeechMiner Interaction Receiver	Specifies the URL that points to the SpeechMiner service responsible for accepting metadata from the Recording Processor script for this profile.
SpeechMiner Interaction Receiver Authorization Header	Specifies the authorization information required to connect to the SpeechMiner serviced used by the Recording Processor Script. The format is `username:password`, where the username and password are the webserver credentials.
Additional Recording Parameters Section	
Recording Storage MIME Type	The audio file type used for the storage recording. You can choose either `audio/wav` or `audio/mp3`.

Parameter Name	Description
Recording Alert Tone Source	The URI of the audio tone. For example, `http://example.com/tone.wav`.
Audio Indicator Interval (milliseconds) *	The length of time, in milliseconds, between playing the audio tone. This is a mandatory parameter if the **Recording Alert Tone Source** parameter is defined, otherwise no audio tone is applied. The minimum accepted value is 1500 (if a smaller value is specified, 1500 is used). In addition, if the **Frequency of Recording Alert Tone** parameter is not present, MCP applies the default value of 30000 instead of not applying tone.
MP3 Encoding Bitrate(kbps) *	The compression rate for MP3 recording files. **Note:** This filed is visible only if `audio/mp3` MIME Type is selected.
Recording File Name Template Section	
$sipsAppName$	The SIP Server application name in which the recording is started.
ani	The ANI information of the call in which the recording is started.
$dnis$	The DNIS information of the call in which the recording is started.
$dateTime$	The date and time of the call in which the recording is started. The date and time is sent in ISO format with UTC time. The ISO format is YYY-MM-DDTHH:MM:SSZ where: • YYYY—The year with four digits. • MM—The month with two digits. • DD—The day with two digits. • T—The standard delimiter. • HH—The hour with two digits. • MM—The minutes with two digits. • SS—The seconds with two digits. • Z—The standard delimiter.
$callUuid$	The call UUID of the call in which the recording is started.
$connID$	The TLib Connection ID of the call in which the recording is started.
$agentID$	The agent ID of the DN of the call in which the recording is started. If the recording has not started because the DN or Agent ID has not logged in, this parameter will not be present.

Parameter Name	Description
$MCPDateTime$	The local date and time of the call in which the recording is started. The local time follows the MCP instance where the recording is taking place.