GENESYS™

Active Recording Ecosystem Solution Guide

Call Recording Model

12/15/2025

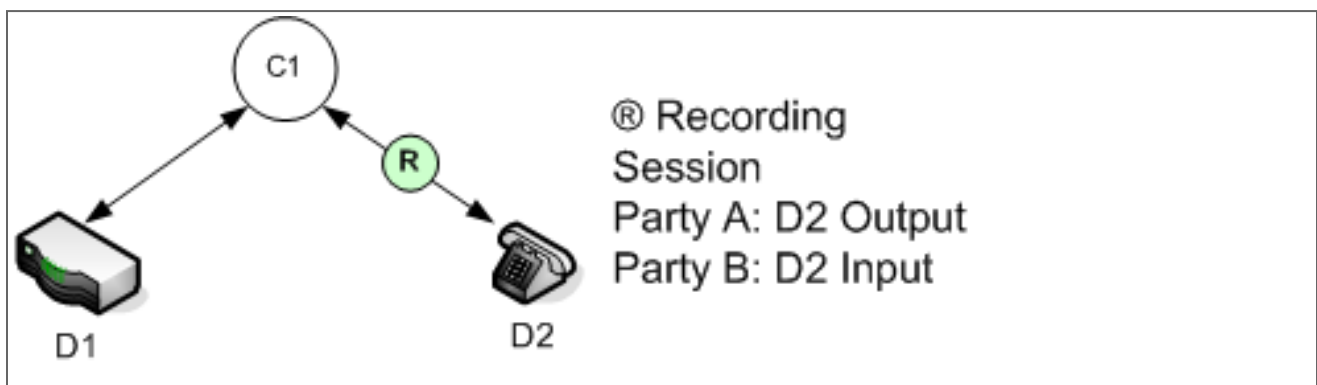# Contents

Call Recording Model

The basic model for initiating call recording is based on SIP Server connection model. Based on configuration or T-Lib functions, you can choose to have recording initiated from the origination device or the termination device. This is also known as trunk-side recording (origination device) or agent-side recording (termination device). The models are shown below:
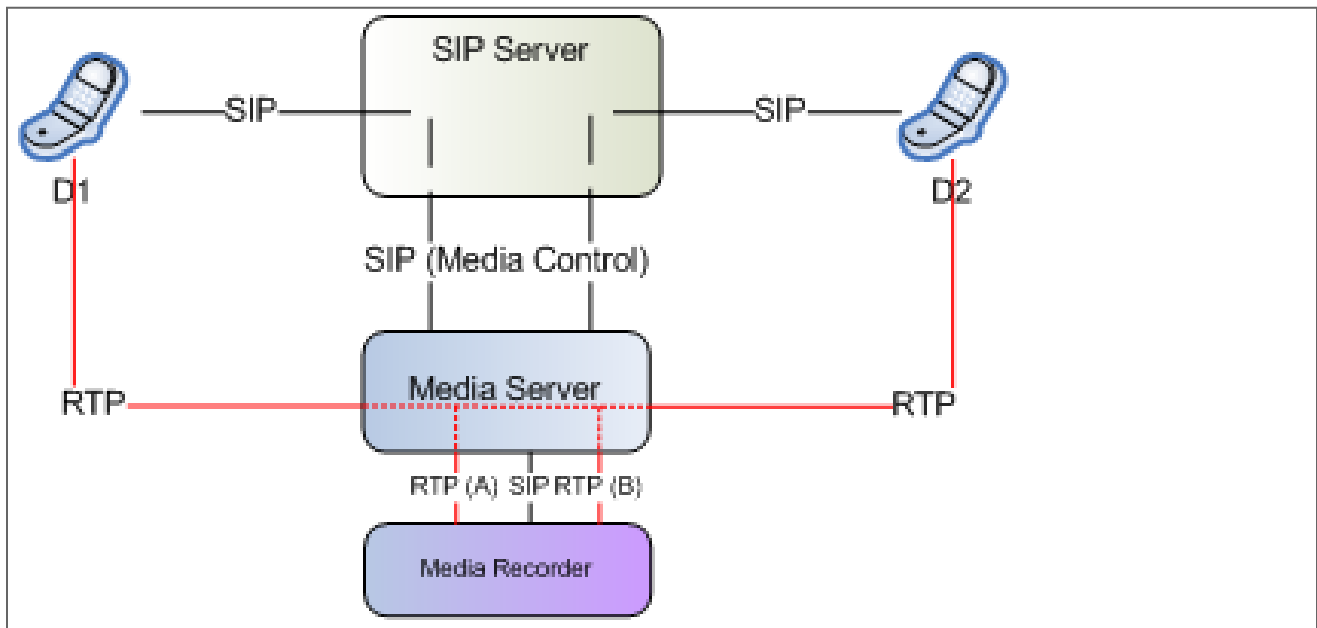
Basic Model

Recording from an Originating Device.

Basic Model

Recording from a Terminating Device.

Basic SIP/RTP Model

When call recording is requested, SIP Server invites a pair of call legs to GVP Media Server to perform the call recording by bridging the media between the devices through Media Server. Media Server may optionally split the media to a third party recorder for recording or real-time analysis.