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Active Recording Ecosystem Solution Guide

Control for Third Party Screen Recording

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Contents

- 1 Control for Third Party Screen Recording
 - 1.1 Agent Desktop to T-Server
 - 1.2 T-Server to Recording Vendor
 - 1.3 Recording Indication for Voice Interactions

Control for Third Party Screen Recording

The following tables show how the T-lib interface provides methods for passing a user event from the agent desktop to the recording vendor to trigger a screen capture request.

Agent Desktop to T-Server

RequestSendEvent—Send a specific event to the DN specified. This method is used by the agent desktop to deliver screen capture request to the third party recording vendor.

Parameters	Description
AttrThisDN	The DN on behalf of which the operation is requested. It must be registered by the T-Client, but not necessary be a party on the call.
Tevent	<p>The event to deliver to recording server.</p> <ul style="list-style-type: none">• thisDN—Set to the same as the value for AttrThisDN• messageType—Set to EventUserEvent• connectionID—Set to the connection ID of the voice call if available• userData—Set the following user data key value pair:<ul style="list-style-type: none">• screen-capture—start, stop, pause, resume, query to note the type of screen capture operation. query does not make any changes to the current screen capture state, the server should provide a screen-capture-indication in response.

Note: SIP Server responds to the request with either EventACK to confirm the acceptance of the request, or EventError if the operation cannot be performed.

T-Server to Recording Vendor

EventUserEvent—The recording vendor who monitors for the agent DN will receive this event.

Parameters	Description
thisDN	The Agent's DN.
messageType	Set to EventUserEvent
connectionID	Set the connection ID of the voice call if available.
userData	<p>Set the following user data kvp:</p> <ul style="list-style-type: none">• screen-capture—start, stop, pause, resume,

Parameters	Description
	query to note the type of screen capture operation.

Recording Indication for Voice Interactions

Recording Vendor to T-Server

RequestSendEvent—Send a specific event to the DN specified. This method is used by the agent desktop to deliver screen capture request to the third party recording vendor.

Parameters	Description
AttrThisDN	The DN that is to receive this event.
Tevent	<p>The event to deliver to recording server.</p> <ul style="list-style-type: none">• thisDN—Set to the same as the value for AttrThisDN• messageType—Set to EventUserEvent• connectionID—Set to the connection ID of the voice call if available• userData—Set the following user data key value pair:<ul style="list-style-type: none">• screen-capture—enabled, disabled, paused to note whether the screen capture is currently enabled.

Note: SIP Server responds to the request with either EventACK to confirm the acceptance of the request, or EventError if the operation cannot be performed.

T-Server to Agent Desktop

EventUserEvent—The recording vendor who monitors for the agent DN will receive this event.

Parameters	Description
thisDN	The Agent's DN.
messageType	Set to EventUserEvent
connectionID	Set the connection ID of the voice call if available.
userData	Set the following user data key value pair:

Parameters	Description
	<ul style="list-style-type: none">screen-capture—enabled, disabled, paused to note whether screen capture is currently enabled.