GVP Documentation Supplement

GVP Options Support IVR Recording

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Contents

GVP Options Support IVR Recording

Features

This release of GVP introduces a new IVR Profile service-type: **record**, which applies to recording-enabled IVR Profiles.

New Options

Resource Manager Support for Recording IVR Profiles

Resource Manager (RM) can locate and select a recording-enabled IVR Profile. This functionality mimics GVP's existing usage of an MSML VoIP Service DN when the RURI parameter **media-service** is set to `record`.

When this functionality enabled, RM finds all IVR Profiles for the selected tenant whose variable **gvp.general.service-type** is set to `record`. Some details:

- If a call contains a value for **X-Genesys-geo-location**, RM selects the IVR Profile with a matching value in **gvp.general.geo-location**. If multiple profiles match, RM may choose any one of them.
- If a call does *not* contain a value for **X-Genesys-geo-location** and there is only one record-enabled IVR Profile, RM uses that one.
- If neither of the above situations listed above applies, RM selects the IVR Profile named **record**.
- Finally, if none of the above situations apply, RM selects the default IVR Profile as the recording IVR Profile.

gvp.general.geo-location
Configured where: IVR Profile-level
Valid values: Any valid string, such as "abcd" or "Kathmandu"
Default value: No default value (option not defined)

When **X-Genesys-geo-location** is provided in a call's initial INVITE, RM picks up a recording profile with the same value in `gvp.general.geo-location`.

gvp.policy.voicexml-recording-allowed
Configured where: IVR Profile-level (or at tenant-level). This is a TYPE-III policy parameter.
Valid values: `true`, `false`
Default value: `true`

Enables recording for the selected IVR Profile.

gvp.general.service-type
Configured where: IVR Profile-level
New additional valid value: `record`

This option reports the service type of an IVR Profile.

Existing Options, Extended

Use these existing options to configure IVR Recording.

callrec_default_type
Application: Media Control Platform
Section: conference
Valid values: any valid string
Default value: Empty (no value)
Takes effect: Immediately

Specifies the default recording type for MSML conference recording. Example formats: `audio/wav`, `audio/wav;codec=ulaw`, `audio/mp3`. If empty, the MCP uses the wave file from the default platform codec.

record.amazonpostmode
Application: Media Control Platform
Section: msml
Valid values: `http` or `https`
Default values: `http`
Takes effect: Immediately

Specifies the mode to use for uploading recording files to Amazon s3, during MSML call recording.

- When set to `https`, MCP uses the HTTPS protocol.
- When set to `http`, MCP uses the HTTP protocol (the default).
- If the primary and secondary recording destinations are both configured to use the s3 URI format, then MCP uses the value of this option to specify whether to use HTTP or HTTPS.

record.amazonallowpublicaccess
Application: Media Control Platform
Section: msml
Valid values: `true/false`
Default values: `false`
Takes effect: Immediately

Specifies the access permissions for the recording file that is uploaded to Amazon s3 during MSML call recording.

- When set to `false`, MCP restricts access to the uploaded file to the s3 bucket owner only.
- When set to `true`, MCP allows public download access to the uploaded recording file.
- If both primary recording and secondary recording destinations are configured to use s3 URI format, then MCP grants the access permissions specified by this option to the two recording files uploaded to Amazon s3.

record.basepath
Application: Media Control Platform
Section: msml
Valid values: any valid string
Default value: `file://$installationRoot`
Takes effect: Immediately

Specifes the root directory path for recording media.

record.irrecoverablerecordpostdir
Application: Media Control Platform
Section: msml
Valid values: any valid string
Default value: `$installationRoot$/cache/record/failed`
Takes effect: Immediately

MSML call recordings are added to a list if they need to be posted to Amazon S3, Call Recording API, HTTP or HTTPS, or SpeechMiner. A separate posting thread specifies the list of recordings to be posted periodically.
This option specifies the directory for storing any recording files with irrecoverable errors during post attempts.

record.posttimeout
Application: Media Control Platform
Section: msml
Valid values: Integer > 0 and <= maximum integer (as defined by Genesys Administrator Help)
Default value: `120000` miliseconds (2 minutes)
Takes effect: Immediately

Specifies the post timeout for recordings that must be posted to Amazon S3, Call Recording API, HTTP or HTTPS, or SpeechMiner. When this timeout expires, the attempt to post is considered a recoverable error, and is retried.

record.updateheader
Application: Media Control Platform
Section: msml
Valid values: `true/false`
Default values: `false`
Takes effect: Immediately

- Set to `true` to update the recording file header on disk during MSML call recording.
- Set to `false` to *not* update the recording file header. The header update is performed (if needed) while saving the recording file to its final destination.

record.userecordcachedir
Application: Media Control Platform
Section: msml
Valid values: `true/false`
Default values: `false`
Takes effect: Immediately

- Set to `true` to use the record cache dir that is specified in `mpc.recordcachedir` for file-based MSML call recording. When recording completes, the recording file moves from the record cache directory to the final recording destination.
- Set to `false`, to *not* use the record cache dir for FILE based MSML call recording. The recording file is created directly at the final recording destination.

Note: For an HTCC post, MCP uses the `true` behavior of this option, regardless of the setting.

record.filenametemplate
Application: Media Control Platform
Section: msml
Valid values: string
Default values: `"$id$"`
Takes effect: Immediately

Specifies the default template for generating an MSML recording file name. Details:

- Any `gvp:param` present in the template is replaced with its value if specified using MSML.
- The parameters **AWSAccessKeyId(2**), **callrec_authorization**, **httpauthorization(2)** and **AWSSecretAccessKey(2)** are not replaced by their value, even if specified using MSML, due to security concerns.

  Example: The template `$id$$record$$MCPDateTime` produces the file name

  `basirecid12345_source_2013-09-13_08-10-15_.`

  ...where the ID is specified as `basicrecid12345` and record is specified as `source` using MSML gvp:param.

- Use of the $MCPDateTime parameter enables insertion of MCP local time in the generated file name.

  Windows has a 260-character limit (including directories and extension) for the recording filename.

record.filenamepostfix
Application: Media Control Platform
Section: msml
Valid values: Any valid string
Default value: Empty
Takes effect: Immediately

Specifies the string to be appended to the file name to make it static. If this string is *not* empty, then it is appended to the file name. Otherwise, the logID is appended.

record.channels
Application: Media Control Platform
Section: msml
Valid values: 1 (mono) or 2 (stereo)
Default values: 2 (stereo)
Takes effect: Immediately

Specifies the number of channels for MSML recording to `dest` (the recording destination).

callrecording.dtmfhandling
Application: Media Control Platform
Section: msml
Valid values:

- `as-is`—Record everything as-is from the RTP stream. Inband DTMFs will be recorded, but RFC2833 digits will not.
- `no-digits`—Strip out all DTMF digits. This includes inband or RFC2833. NOTE: When telephone-event is negotiated on the call, if inband audio DTMFs are received, they will not be removed from the recording.
- `all-digits`—Record all DTMF digits, including inband, and generate audio for RFC2833 digits.

Default values: `as-is`
Takes effect: Immediately

Specifies the recording behavior for DTMFs in MSML Call Recording.

recordcachedir
Application: Media Control Platform
Section: mpc
Valid value: A valid directory path
Default values: `$installationRoot$/cache/record`
Takes effect: At start or restart

Sets the temporary recording cache directory for MSML call recording. When the recording completes, MCP places the recording files at the final recording destination and removes them from the cache directory.