GENESYS™

Web Services and Applications Configuration Guide

Active Recording

12/14/2025

Active Recording

Workspace Web Edition provides options that enable agents to control their recordings:

Contents

privilege.active-recording.can-monitor-recording

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the call monitoring indicator is displayed to agents when their calls are being recorded. The Call Recording functionality (for VoIP/SIP enabled agents only) enables you to record the current voice interaction with a contact or an internal target. Depends on privilege.active-recording.can-use.

privilege.active-recording.can-pause

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to pause the Active Recording. Depends on privilege.active-recording.can-use.

privilege.active-recording.can-resume

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to resume the Active Recording. Depends on privilege.active-recording.can-use.

privilege.active-recording.can-start

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to start the Active Recording. Depends on privilege.active-recording.can-use.

privilege.active-recording.can-stop

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to stop the Active Recording. Depends on privilege.active-recording.can-use.

privilege.active-recording.can-use

- Default Value: `true`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Allows agents to use the Active Recording functionality. **Note:** Do not set up this same recording option under both the crm-adapter section and the interaction-workspace]section. In the case where both options are available, Genesys recommends recording be set up in the interaction-workspace section only.