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Web Services and Applications Configuration Guide

Active Recording Setup

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Active Recording Setup

You can enable your agents to record calls. You can enable call recording for single agents, agent groups, skills, or for all users.

Workspace supports only call recording from SIP Server using Media Server Markup Language (MSML)-based call recording, provided by Genesys Voice Platform (GVP) Genesys Media Server. Refer to the [Genesys Quality Management](#) documentation for more information.

To enable the Active Recording feature, set the value of the `privilege.active-recording.can-use` option to true.

Important

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.

Once you have enabled an agent, agent group, and so on, to use Active Recording, you can disable certain recording features by setting the value of one or more of the following configuration options to false:

- `privilege.active-recording.can-start` — Agents can start Active Recording at any time during the call. When set to false, call recording starts automatically and there is no Start Recording button in the agent interface.
- `privilege.active-recording.can-stop` — Agents can stop an Active Recording at any time during the call. When set to false, call recording stops automatically and there is no Stop Recording button in the agent interface.
- `privilege.active-recording.can-pause` — Agents can pause an Active Recording at any time during the call. When set to false, there is no Pause Recording button in the agent interface. Enabling an agent to pause a recording is useful for ensuring that private customer information is not included in the recording.
- `privilege.active-recording.can-resume` — Agents can resume a paused Active Recording at any time during the call. When set to false, there is no Resume Recording button in the agent interface; agents will not be able to resume a paused call.

You can disable the call monitoring indicator during recorded calls by setting the value of the `privilege.active-recording.can-monitor-recording` option to false. This is useful if you are automatically recording a call and do not want the agent to know that he or she is being monitored.