Genesys Interaction Recording

recording Section

12/14/2025

recording Section

- htcc_base_url
- rcsurl

htcc_base_url

Default Value: Empty
Valid Values: Interaction Recording Web Services load balancer URL (or Web Services server URL if you're using version 8.5.210.02 or earlier); for example; http://<Interaction Recording Web Services IP Address>:8081
Changes Take Effect: After restart

Specifies the HTCC Base URL.

rcsurl

Default Value: https://rcshost:8080
Valid Values: Any URL
Changes Take Effect: After restart

Specifies the URL to the Recording Crypto Server.