

Recording Management

Recording Management (Genesys Cloud Quality & Performance Management)

Section	Description
Module Context	Part of Quality Management / Workforce Engagement Management (WEM)
Admin Location	Admin → Quality → Recording Management
Purpose	Manage recording infrastructure settings , including screen recording limits, recording URL expiration, storage region configuration, and orphaned recording handling

Recording Management controls how **call recordings and screen recordings are stored, accessed, and processed** in Genesys Cloud. It also provides administrative controls to **prevent excessive bandwidth usage and maintain recording lifecycle management**.

:contentReference[oaicite:1]{index=1}

Study Notes

Topic	Explanation
Interaction Recording	Captures voice/audio recordings for interactions
Screen Recording	Records agent desktop activity during interactions
Recording Storage	Determines regional storage for recordings
URL Expiration	Controls how long recording download/playback links remain valid

Topic	Explanation
Orphaned Recordings	Recordings left on Edge devices when upload or deletion fails
Screen Recording Concurrency	Prevents too many desktop recordings from running simultaneously

Key behavior:

- Screen recording concurrency limit = **maximum 2000 recordings simultaneously**.
:contentReference[oaicite:2]{index=2}
- Playback/download links expire after **2-60 minutes**.
:contentReference[oaicite:3]{index=3}
- Orphaned recordings appear when recordings remain on the **Edge device due to processing failures**. :contentReference[oaicite:4]{index=4}

Navigation

Task	Navigation
View recording settings	Admin → Quality → Recording Management
Manage orphaned recordings	Admin → Quality → Recording Management → Orphaned Recordings
Configure recording retention	Admin → Quality → Policies
View recordings	Performance → Workspace → Interactions

Configuration Fields (UI Form Fields)

Recording Management Main Page

UI Field	Description	Real Options
Maximum Simultaneous Screen Recordings Allowed	Limits concurrent screen recordings to prevent excessive bandwidth usage	0-2000 recordings

UI Field	Description	Real Options
Number of Currently Active Screen Recordings	Displays number of screen recordings currently running	Read-only counter
Recording Playback URL Time-to-live	Time period playback link remains valid	2-60 minutes (Default 60)
Recording Batch Download URL Time-to-live	Time period batch download link remains valid	2-60 minutes (Default 60)
Storage of Call Recordings	Determines where recordings are stored	Home Region or Global Media Fabric trunk region
Orphaned Recordings	Displays number of recordings stranded on Edge devices	Clickable link
Save	Apply configuration changes	Button

Orphaned Recordings UI Fields

UI Field	Description	Options
Conversation Status Filter	Filter orphan recordings by conversation availability	All / Known Conversation
Play Recording	Play orphan recording	Button
Download Recording	Download recording file	Button
Delete Recording	Delete orphan recording	Button
Attach Recording to Conversation	Reattach recording to conversation	Button
Archive Date	Optional archive date when reattaching	Date selector
Delete Date	Optional deletion date when reattaching	Date selector
Reattach	Confirm recording reattachment	Button

Orphan recordings exist when Genesys cannot determine what to do with a recording based on policy, often when **interaction processing fails**. :contentReference[oaicite:5]{index=5}

Dependencies

Component	Purpose
Interaction Recording	Required to capture recordings
Screen Recording Policies	Control when desktop recording begins
Quality Policies	Define recording retention
Edge Devices	Temporary recording storage
Encryption Keys	Secure recordings

Platform Integration / Related Components

Component	Relationship
Evaluation Forms	Evaluators review recordings
Quality Policies	Control retention and automation
Speech & Text Analytics	Analyze conversations
Interaction Analytics	Access recordings in interaction details
Survey Forms	Link customer feedback to interactions

Related Topics / Further Reading

Topic	Description
Evaluation Forms	Score agent interactions
Survey Forms	Customer feedback

Topic	Description
Quality Policies	Automate evaluation & retention
Encryption Keys	Secure recordings
Speech Analytics	Analyze conversation transcripts

Implementation Checklist

Task	Status
Enable interaction recording	<input type="checkbox"/>
Configure screen recording concurrency	<input type="checkbox"/>
Configure recording storage region	<input type="checkbox"/>
Set URL expiration policies	<input type="checkbox"/>
Configure recording retention policies	<input type="checkbox"/>
Monitor orphaned recordings	<input type="checkbox"/>

Implementation Guide

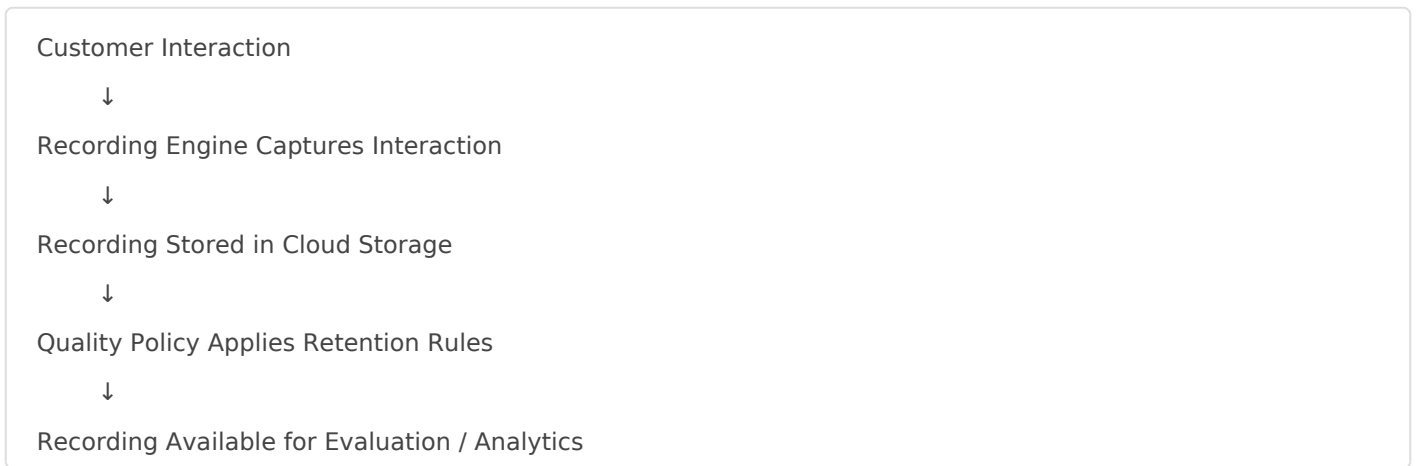
Step	Action
Step 1	Navigate to <code>Admin → Quality → Recording Management</code>
Step 2	Configure maximum simultaneous screen recordings
Step 3	Configure playback/download URL expiration
Step 4	Select recording storage region
Step 5	Configure recording retention policies
Step 6	Monitor orphan recordings

How to Implement

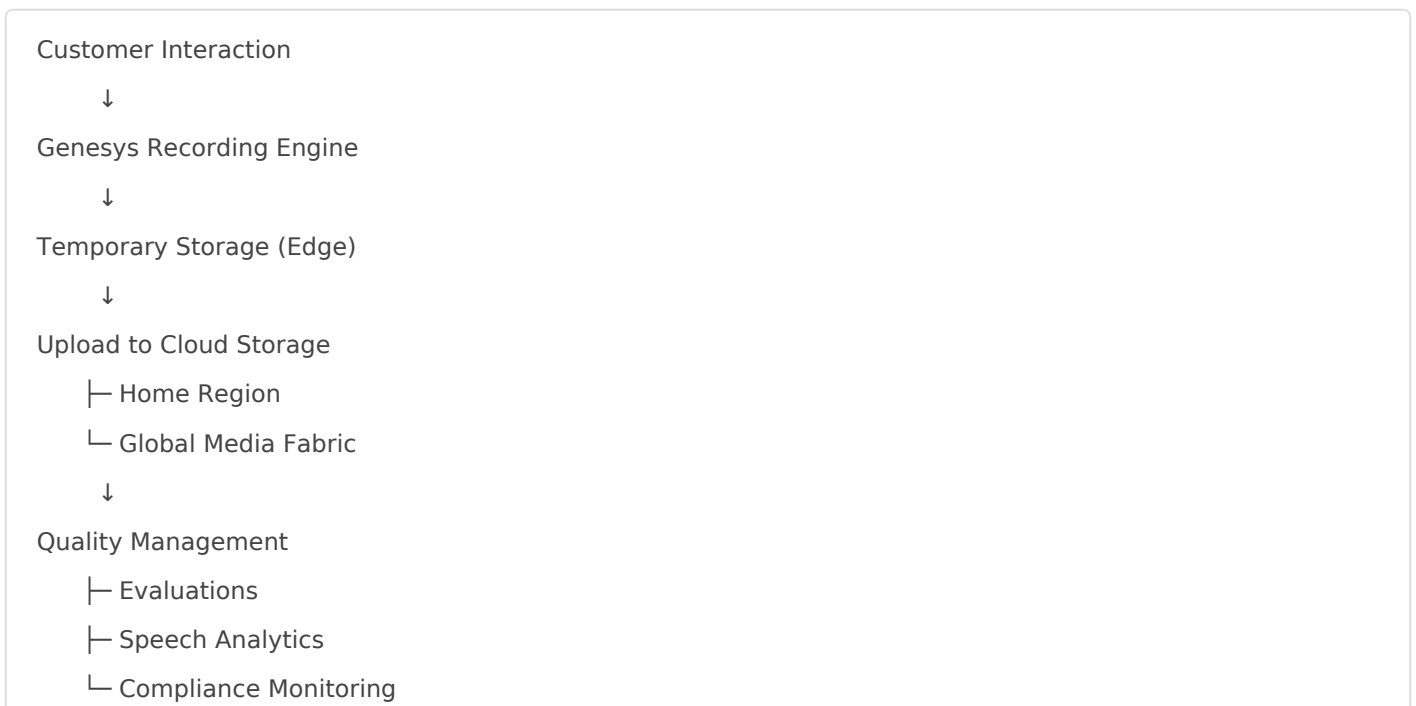
Phase	Description
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Recording Configuration	Enable recording and screen recording
Infrastructure Setup	Configure storage region
Performance Control	Set concurrency limits
Lifecycle Management	Configure retention policies

Workflow



Architecture Diagram



Real Flow Scenarios

Scenario 1 – Quality Monitoring

Customer Call
↓
Recording Enabled
↓
Recording Stored
↓
Evaluator Reviews Interaction

Scenario 2 – Orphan Recording Recovery

Recording Stored on Edge
↓
Upload Failure
↓
Recording Marked Orphan
↓
Admin Reattaches Recording

Usage Scenarios

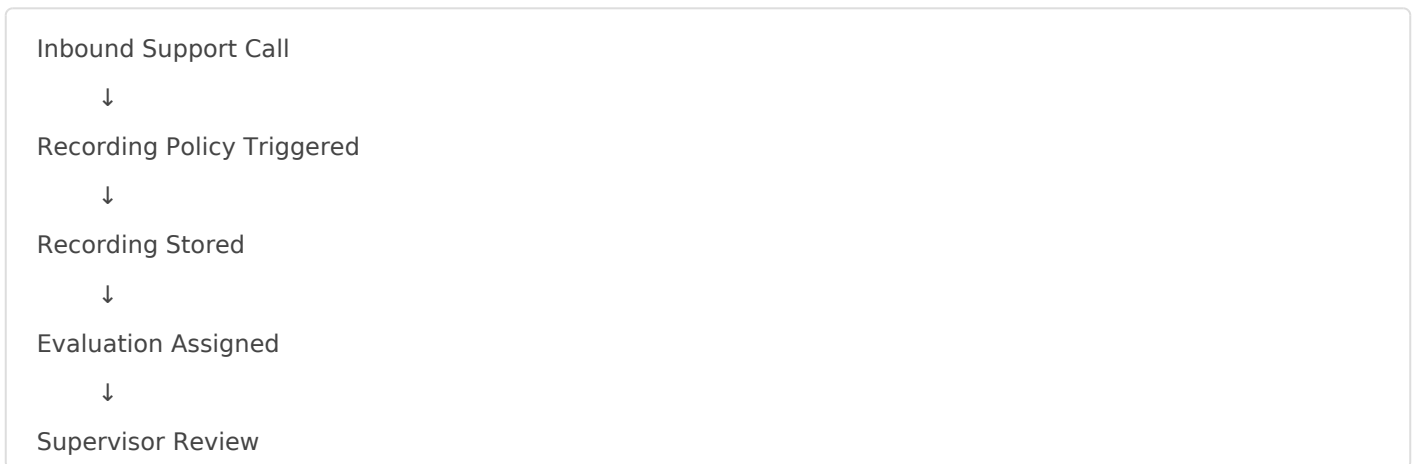
Scenario	Description
Compliance recording	Financial or healthcare compliance
Agent coaching	Review recordings for training

Scenario	Description
Dispute resolution	Investigate customer complaints
Performance analytics	Evaluate service quality

Implementation Examples

Example	Configuration
Large contact center	Screen recording concurrency = 1000
Compliance environment	Store recordings in home region
Security environment	Playback URL TTL = 10 minutes

Design Example



Best Practices

Practice	Reason
Monitor orphan recordings	Prevent stranded recordings
Configure concurrency limits	Avoid system overload
Use retention policies	Manage storage growth

Practice	Reason
Secure recordings with encryption	Protect sensitive data
Align storage region with compliance	Regulatory requirements

Naming Convention

Resource	Example
Recording Policy	Support_Call_Recording
Screen Recording Policy	Agent_Desktop_Recording
Storage Configuration	Global_Recording_Storage

Naming pattern:

<Department>_<Purpose>_Recording

Security Considerations

Control	Description
Encryption Keys	Protect recording data
Role-based access	Limit recording access
URL expiration	Prevent unauthorized playback access
Compliance storage	Regional storage requirements

Limitations / Constraints

Constraint	Description
Max screen recordings	2000 concurrent
Playback URL TTL	Minimum 2 minutes, maximum 60 minutes
Batch download TTL	Minimum 2 minutes, maximum 60 minutes

Constraint	Description
Screen recording retention	Up to 365 days

Troubleshooting

Issue	Cause	Resolution
Screen recordings not starting	Concurrency limit reached	Increase limit
Recording unavailable	Storage configuration error	Verify region
Playback link expired	TTL expired	Generate new link
Recording missing	Recording policy disabled	Enable policy

Interview Cheat Sheet

Question	Answer
What is Recording Management?	Admin area used to control recording infrastructure
What is the maximum concurrent screen recordings limit?	2000
What does TTL control?	Recording playback/download link expiration
What are orphan recordings?	Recordings stranded on Edge devices

Key Takeaways

Topic	Summary
Recording Management	Controls recording infrastructure
Screen Recording	Desktop activity recording
URL Expiration	Secure recording access
Storage Configuration	Determines where recordings are stored
Orphan Recordings	Recovery mechanism for failed uploads

Screenshots

Organizational Settings

Screen Recordings

[Manage active screen recordings](#)

Maximum

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Configures the maximum simultaneous screen recordings allowed for the organization.

Storage of Call Recordings

- Store call recordings in home region
- Store call recordings in the region defined in the Global Media Fabric configuration

Orphaned Recordings

None

Revision #1

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