

SmartTAP 360°

SmartTAP 360° with Genesys Cloud

Version 5.6

Smart**TAP 360°** Live



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Related Documentation

Document Name
SmartTAP 360° Installation Manual
SmartTAP 360° Administrator Guide
SmartTAP 360° for Microsoft Teams Deployment Guide

Document Name
SmartTAP 360° with Genesys Integration Guide

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1 Introduction

This manual describes the integration of Genesys with SmartTAP 360⁰ Live including:

- Recording Genesys Cloud Contact Center Calls Locally

SmartTAP 360° recording of the Genesys Cloud Contact Center calls and metadata.

- [Adding SmartTAP to the Genesys Cloud Contact Center User Interface](#) on page 6

- [Adding SmartTAP Playback Widget](#) on page 9

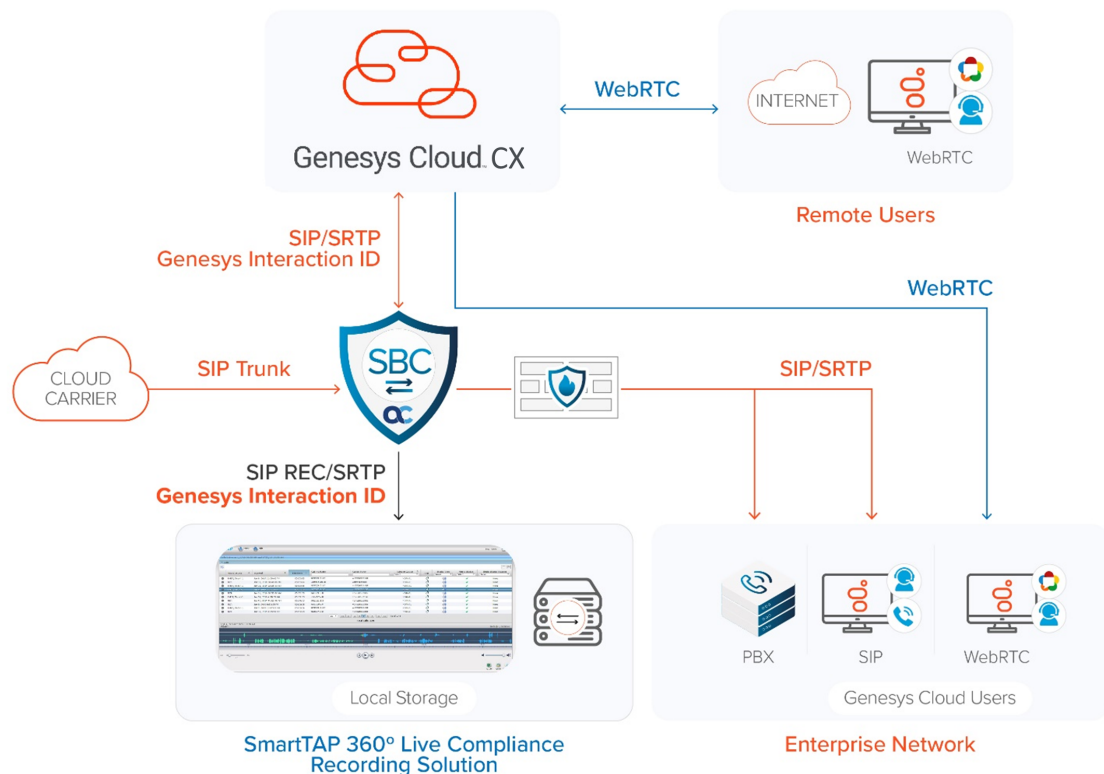
SmartTAP for Genesys manages a seamless widget for playback of local call recordings using the Cloud Interaction ID.

2 Recording Genesys Cloud Contact Center Calls Locally

SmartTAP 360° can record Cloud Contact Center calls and save them on the SmartTAP 360° server or on a local storage device. The following diagram illustrates the solution architecture.

Figure 2-1: Genesys Cloud Contact Center Calls

Figure 2-2:



This solution requires termination of the PSTN calls on-premises and requires a Bring Your Own Carrier (BYOC) Premises telephony connection. The BYOC Premises makes it possible to use a premises-based trunk and requires the installation of a Cloud Edge server. AudioCodes SBC provides the connectivity between a service provider’s network and the Cloud Edge server and integrates with SmartTAP 360° to record these calls. SmartTAP 360° records the Contact Center calls while persisting and presenting the associated call’s “interaction id” as part of the recording metadata in the SysCall ID field.

Figure 2-3: Interaction ID

Interaction ID


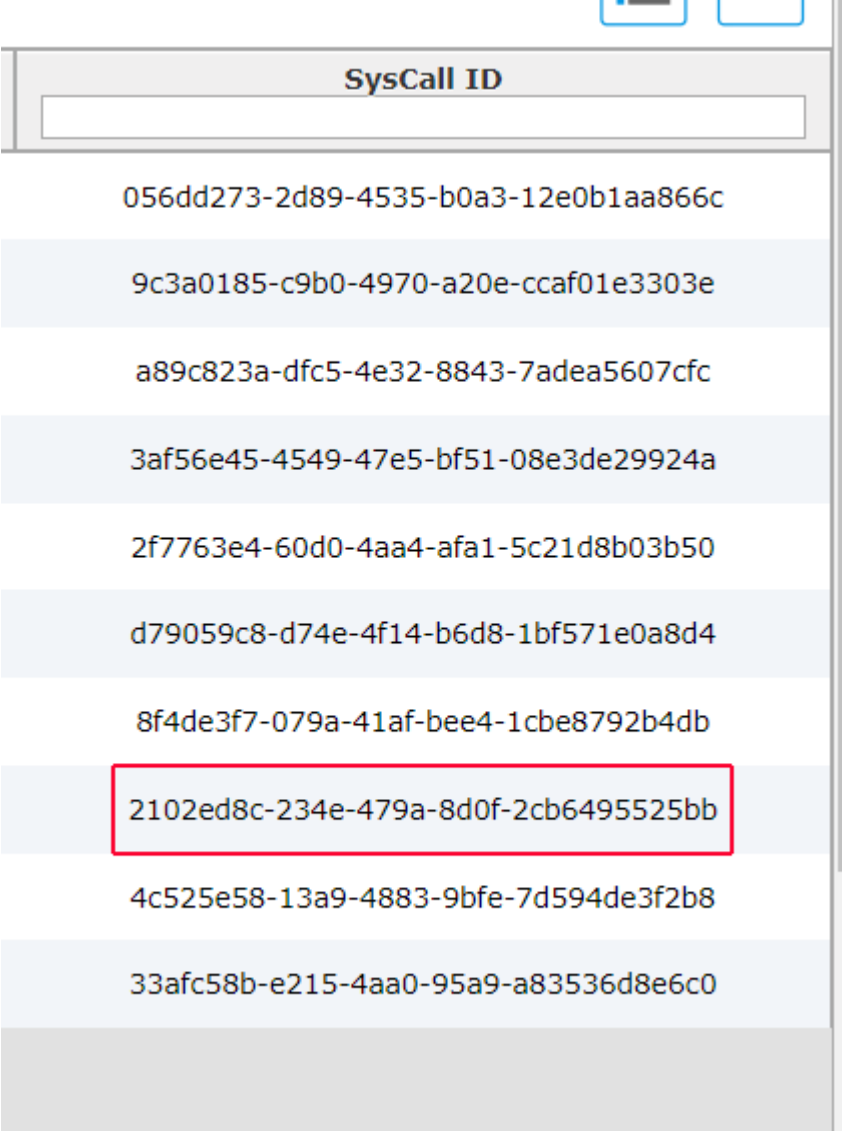
2102ed8c-234e-479a-8d0f-2cb6495525bb 

Figure 2-4: SysCall ID



SysCall ID
056dd273-2d89-4535-b0a3-12e0b1aa866c
9c3a0185-c9b0-4970-a20e-ccaf01e3303e
a89c823a-dfc5-4e32-8843-7adea5607cfc
3af56e45-4549-47e5-bf51-08e3de29924a
2f7763e4-60d0-4aa4-afa1-5c21d8b03b50
d79059c8-d74e-4f14-b6d8-1bf571e0a8d4
8f4de3f7-079a-41af-bee4-1cbe8792b4db
2102ed8c-234e-479a-8d0f-2cb6495525bb
4c525e58-13a9-4883-9bfe-7d594de3f2b8
33afc58b-e215-4aa0-95a9-a83536d8e6c0

- The SBC device must be configured to ensure seamless integration of the call recordings mechanism (see [Configuring Message Manipulation Rules Genesys Cloud Contact Center Calls](#) below).
- The SmartTAP 360° device can be added to the Cloud Contact Center (see [Adding SmartTAP to the Genesys Cloud Contact Center User Interface](#) on page 6).

Configuring Message Manipulation Rules Genesys Cloud Contact Center Calls

This section describes the configuration of message manipulation rules on the SBC device for supporting the Genesys Cloud Contact Center solution. These message manipulation rules are for SIP messages recorded and saved by the SmartTAP Recording server.



Ensure that you have configured the device for SIP Recording (see Configuring Gateway & SBC for SIP Recording) and have configured all other relevant SIP entities, including IP Groups for Genesys Cloud and the SmartTAP server. For further assistance, contact AudioCodes support.

➤ **To configure message manipulation rules on the SBC:**

1. Open the Message Manipulations table (**Setup** tab > **Signaling & Media** folder > **Message Manipulations**).
2. Configure Message manipulation rules as shown in the following table:

Table 2-1: Message Manipulation Rules

Configure the following rules (Manipulation Set IDs are examples only):

- Index 0: Verifies the inbound request from the Genesys Cloud IP Group to determine whether SBC call leg should be recorded. If true, stores header.x-inin-cnv in var.session.0".
- Index 1: Verifies the Var.Session.0 value from Index 0, inserts in Header.x-audc-call-id and sends to the SmartTAP Call Recording server IP Group.

Index	Manipulation Name	Manipulation Set ID	Message Type	Condition	Action Subject	Action Type	Action Value	Row Role
0	Store x-header in var.session	11	Any	Header.-header.x-inin-cnv.-contentexists And Header header.x-inin-cnv.-content != ""	Var.Session.0	2 (Modify)	Header.x-inin-cnv	0 (Use Current Condition)
1	Send x-header to SIPRec	12	Invite.Request	Var.Session.0 != ""	Header.x-audc-call-id	0 (Add)	Var.Session.0	0 (Use Current Condition)

3. Open the IP Group page (**Setup** tab > **Signaling and Media** folder > **IP Groups**).

4. Add an IP Group for Cloud.
5. Set **Inbound Manipulation Set** to 11.

MESSAGE MANIPULATION

Inbound Message Manipulation Set

11

6. Add an IP Group for the SmartTAP Server.
7. Set **Outbound Message Manipulation Set** to 12.

MESSAGE MANIPULATION

Inbound Message Manipulation Set

-1

Outbound Message Manipulation Set

12

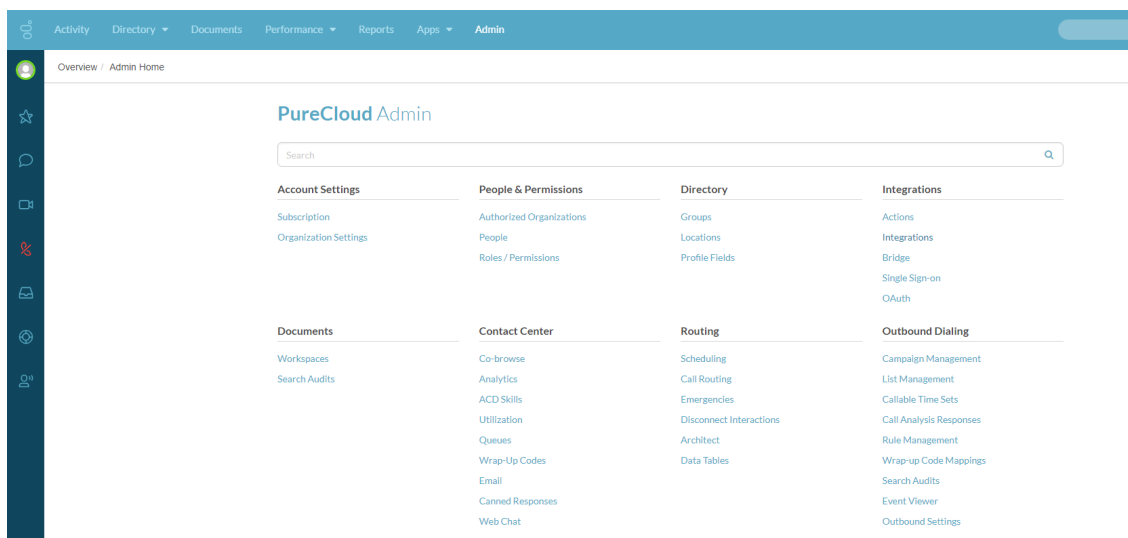
3 Adding SmartTAP to the Genesys Cloud Contact Center User Interface

This section describes how to add the SmartTAP application to the Cloud Contact Center user interface.

➤ To add SmartTAP to Genesys Cloud:

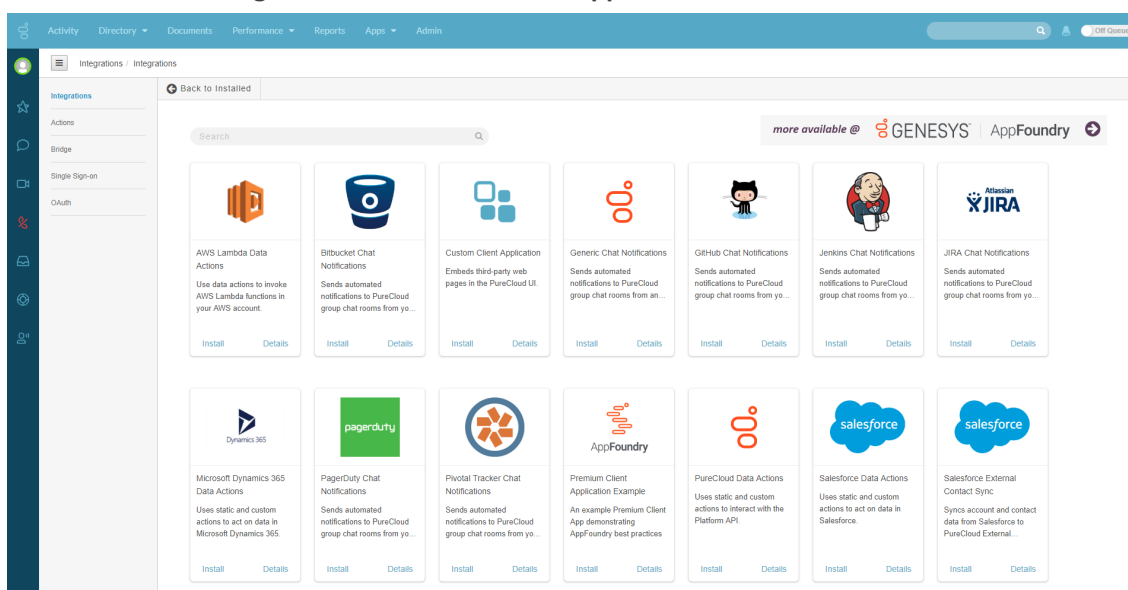
1. Open the Cloud Admin interface.

Figure 3-1: Genesys Cloud Admin



2. From the Integrations menu, choose **Integrations**, select to add an integration and choose to install on the Custom Client Application tile.

Figure 3-2: Custom Client Application Tile



3. In the Integrations menu, name the application **SmartTAP**.

Figure 3-3: Application Name

The screenshot shows the 'Integrations / Integrations / SmartTAP' page. The 'Details' tab is active. The 'Application Name' field contains 'SmartTAP'. The 'Notes' field is empty. The 'Last Updated' timestamp is 'Today at 4:57 PM'.

- Under the **Configuration** tab, paste the SmartTAP URL in the Application URL field.

Figure 3-4: Application URL

The screenshot shows the 'Integrations / Integrations / SmartTAP' page. The 'Configuration' tab is active. The 'Properties' section is expanded. The 'Application URL' field contains 'https://smarttap.audiocodes.com/smarttap/welcome.jsf'. The 'Application Type' is set to 'standalone'. The 'Application Category' is set to 'Client Apps'. The 'Iframe Sandbox Options' are set to 'allow-scripts,allow-same-origin,allow-forms,allow-modals'. The 'Group Filtering' section shows a list of groups.

- Save and Activate the application.

Figure 3-5: Save the Application

The screenshot shows the 'Integrations / Integrations' page. The 'Integrations' list is displayed. The 'SmartTAP' application is listed with a status of 'Active' and a last updated date of '11/12/2018'.

Name	Category	Status	Last Updated	Actions
SmartTAP	Client Apps	Active	11/12/2018	

- In the Toolbar, select **Apps** to open the SmartTAP App.

Figure 3-6: SmartTAP Opened from Genesys Cloud

The screenshot displays the SmartTAP interface within the Genesys Cloud user interface. The interface is divided into several sections:

- Top Navigation Bar:** Includes tabs for Activity, Directory, Documents, Performance, Reports, Apps, and Admin. A search bar and a 'Log Out' button are also present.
- Left Sidebar:** Contains navigation icons and a 'System' tab. Under the 'System' tab, there are sections for 'Users' (Active Users, Inactive Users) and 'Users/Devices' (Active Devices, Inactive Devices). A list of users is shown, including 'Aharonov, Ofer' and 'Test2, Test2'.
- Main Content Area:**
 - Calls before 12/17/18 08:56 PM:** A table listing calls with columns for User/Device, Started, Duration, Direction, Release Cause, Media Type, and SysCall ID. The table shows several calls from 'Aharonov, Ofer' and 'Test2, Test2'.
 - Call Log:** A section showing a list of calls with a 'Total calls: 26' indicator.
 - Call Playback:** A section showing a call log for 'Aharonov, Ofer 11/21/18 3:57:03 PM' with a 'READY' status. Below the log is a waveform and a playback control bar with a volume slider and play/pause buttons.

4 Adding SmartTAP Playback Widget

SmartTAP for Genesys introduces a seamless widget for playback of local call recordings via the Cloud interaction ID. The addition of the SmartTAP/Genesys widget enables users to easily playback call recordings without leaving the Genesys application. This section describes the following:

- [SmartTAP Widget Setup](#) below
- [SmartTap Widget Permissions](#) on page 14
- [Playback Interactions using the SmartTAP Widget](#) on page 16

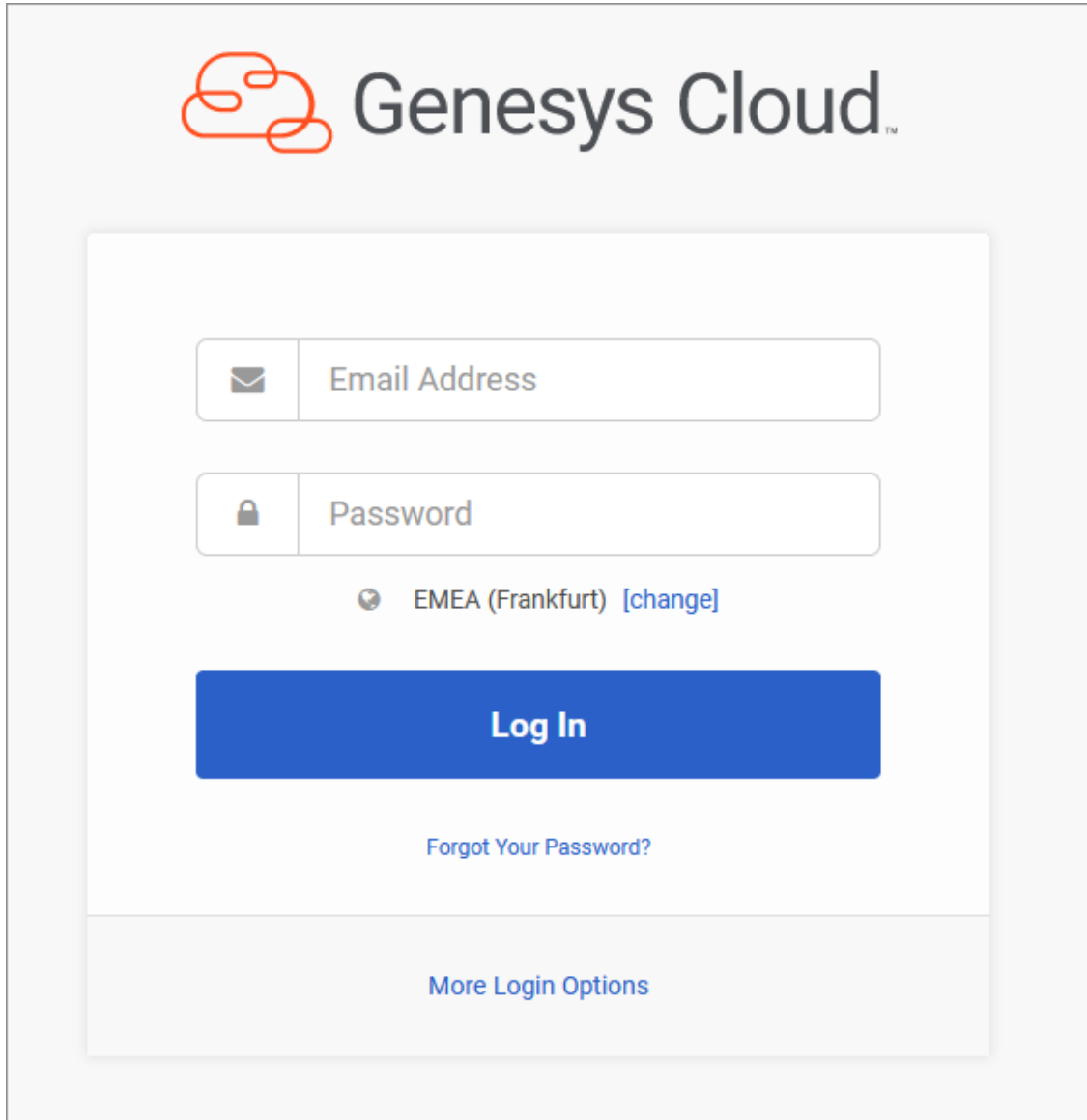
SmartTAP Widget Setup

This section describes how to configure the Interaction Widget application.

➤ **Do the following:**

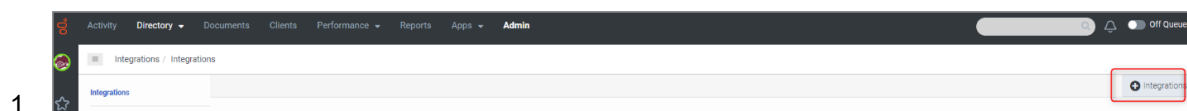
1. Login to the Genesys Cloud.

Figure 4-1: Genesys Cloud

The image shows the Genesys Cloud login interface. At the top, there is the Genesys Cloud logo, which consists of an orange cloud icon with three interlocking loops and the text "Genesys Cloud™". Below the logo is a white login card with a light gray border. Inside the card, there are two input fields: "Email Address" with an envelope icon and "Password" with a lock icon. Below these fields is a text label "EMEA (Frankfurt) [change]" with a globe icon. A large blue "Log In" button is centered below the fields. Below the button is a link "Forgot Your Password?". At the bottom of the card is a link "More Login Options".

2. Navigate to <https://apps.mypurecloud.de/directory/#/admin/integrations/apps>.
3. Click + **Integrations** to add the new Widget.

Figure 4-2: Add Integrations



1.

The screenshot shows the Genesys Cloud Integrations page. On the left, there is a sidebar with links: Integrations, Actions, Single Sign-on, OAuth, and Authorized Applications. The main area displays a search bar with 'widget' entered. Below the search bar, three integration cards are visible: 'Interaction Widget', 'Acapela Voice as a Service (VaaS)', and 'Adobe Data Act'. The 'Interaction Widget' card is highlighted with a red box around its 'Install' button. Below this, the 'Details' tab for the 'Interaction Widget' is shown. It features the SmartTaP logo and the description 'Embeds third-party webapps via iframe in the Genesys Cloud UI.' Below the description, there is a section titled 'SmartTAP' and a 'Notes' section containing the URL: `https://lz4200.eu.ngrok.io/gtw?pcEnvironment={{pcEnvironment}}`. At the bottom, it says 'Last Updated: 04/03/2020'.

2. **Last Updated: 04/03/2020**
4. **Rename to SmartTap Widget.**
5. **In the configuration tab, set following fields:**

- Application URL: set the IP address of the SmartTap Widget server UI, with query parameter.

„?pcEnvironment={{pcEnvironment}}”

example: <https://my.domain.com/gtap?pcEnvironment={{pcEnvironment}}>

- Application Type: **widget**:
- Iframe Sandbox Options: **allow-scripts,allow-same-origin,allow-forms, allow-modals**
- Group Filtering: according to customer requirements

Figure 4-3: Configuration tab

The screenshot shows the 'Configuration' tab for a SmartTAP integration. The 'Properties' section is expanded, displaying the following configuration details:

Property Name	Value
Application URL * The URL of the Application PureCloud should load.	<code>https://my.domain.com/gtap?pcEnvironment={{pcEnvironment}}</code>
Application Type * Dictates the way the application will appear and function inside of PureCloud	widget
Application Category Tailors application behavior to a specialized purpose.	
Iframe Sandbox Options Comma-separated list of limited HTML5 iframe sandbox options to control application permissions	allow-scripts,allow-same-origin,allow-forms,allow-modals
Iframe Feature/Permissions Policy Comma-separated list of features/permissions (See Permissions Policy on MDN) to control application permissions. Only the minimum required permissions should be added, as allowing permissions can open the app to security concerns.	
Group Filtering List of Groups whose members can see this application. Hidden if no group is selected.	Customize (all users)

Authentication Token

This section describes how to configure the Authentication token mechanism for allowing the Widget app to generate requests to the Genesys Cloud Platform API.

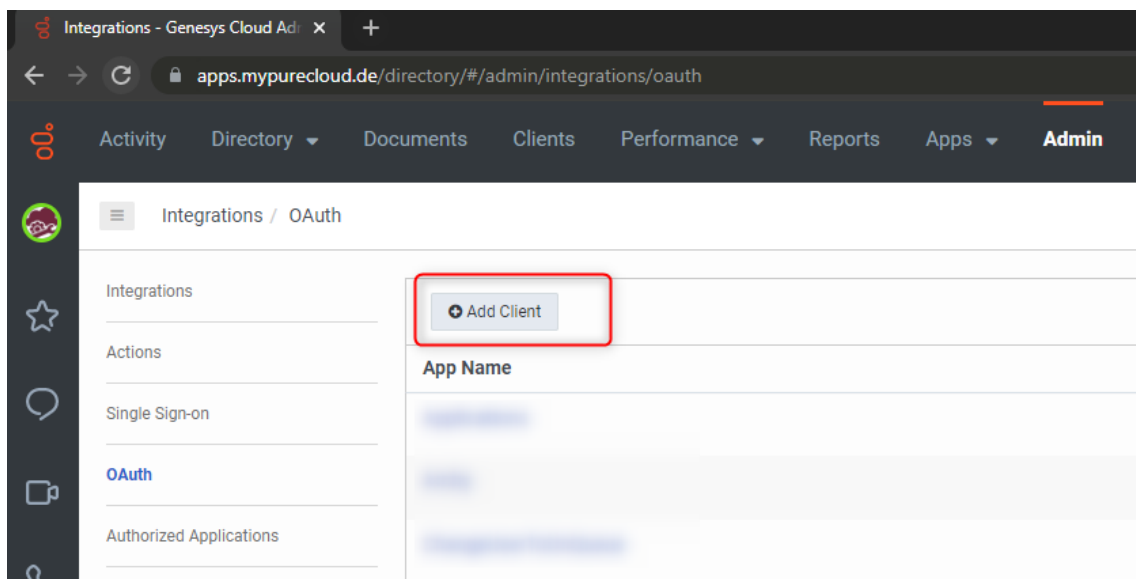
➤ Do the following:

1. Navigate to <https://apps.mypurecloud.de/directory/#/admin/integrations/oauth>.
2. Click **+Add Client**.



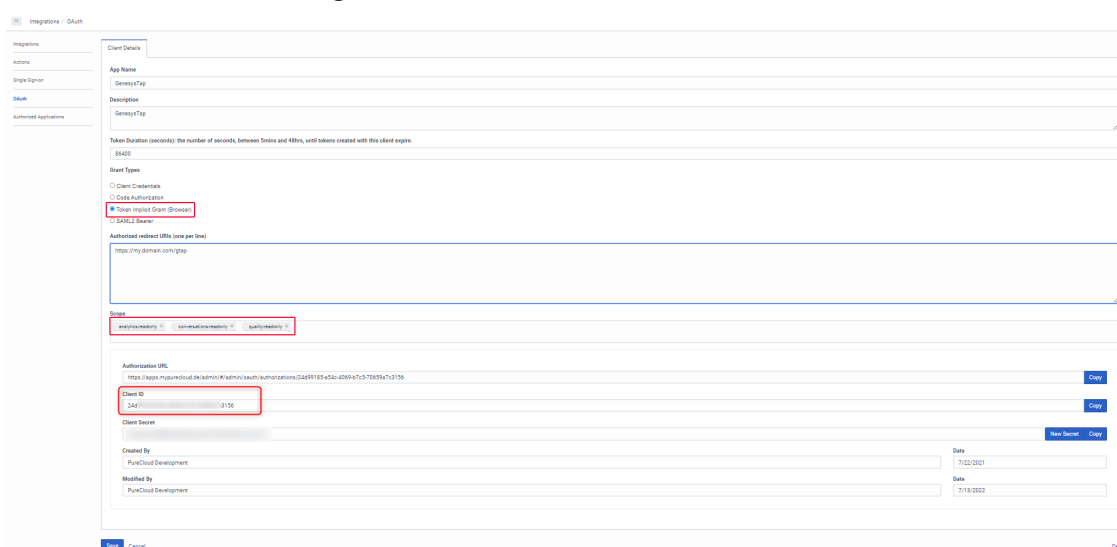
Refer to the following: <https://help.mypurecloud.com/articles/create-an-oauth-client/>

Figure 4-4: Authentication Token



- 1.
2. 3. Set the following parameters:
 - App Name: **SmartTap Widget**
3. • Token Duration: **86400**
4. • Grant Types: **Token Implicit Grant (Browser)** Authorized redirect URIs (one per line):
Application URL from Widget config, sans query parameters example:
`https://my.domain.com/gtap`
5. • Scope: **analytics:readonly; conversations:readonly, quality:readonly**. This does not grant any additional permissions or licenses to the application user; it only allows the widget to use the permissions that have already been granted to the user.
6. 4. After saving, copy the Client ID and use it in the configuration of the middleware application.

Figure 4-5: ClientID



SmartTap Widget Permissions

The Widget utilizes Genesys permissions to allow playback of recordings. Before playing back it verifies that the user has View permissions to conversation and recording. The following permissions are verified for successfully playing back recordings:

- Recording: Recording:View
- Recording: RecordingSegment:View
- Conversation > Communication > View

The above permissions may have the following additional conditions:

- User, Media Type, Queue (For example settings, see [Example Interaction View](#) below)
- Evaluation Conditions (For example settings, see [Example Evaluation View](#) on the next page)

The following default roles exist in Genesys:

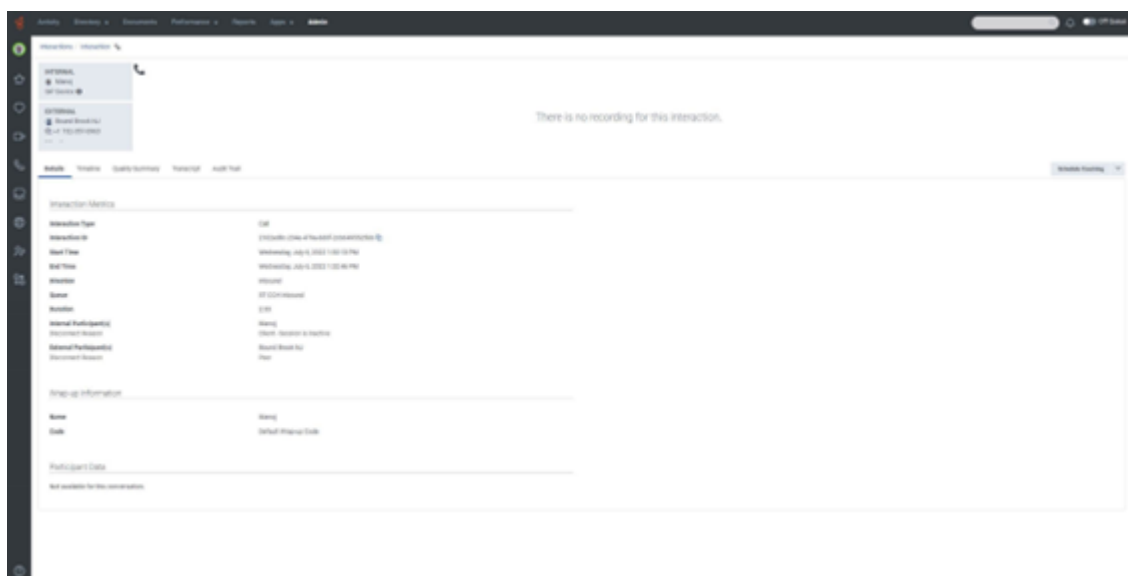
- **Supervisor** – access to all conversations and recordings.
- **User** – access to own evaluated recordings. Access to metadata of all conversations if conversation id is available.

Example Interaction View

This view is used by users to display interactions metadata. The following permissions are required to view interactions in Genesys:

- Recording: Recording:View
- Recording: RecordingSegment:View
- Conversation > Communication > View

Figure 4-6: Interaction View



Role Details Permissions

Show: ☒ All Permissions ☐ Assigned Permissions

Permission	Description	License	Conditions	Division Aware
<input type="checkbox"/> Recording > Annotation > View	View a recording's annotations	Cloud CX 3	Add Conditions	✓
<input type="checkbox"/> Recording > Encryption Key > View	View recording encryption key settings	Cloud CX 3		
<input type="checkbox"/> Recording > Orphan Recording > View	View orphan recording	Cloud CX 3		
<input type="checkbox"/> Recording > Recording Job > View	View bulk recording job	Cloud CX 3		
<input type="checkbox"/> Recording > Recording Segment > View	View a recording segment	Cloud CX 3	Add Conditions	✓
<input type="checkbox"/> Recording > Recording > View	View a recording	Cloud CX 3	Add Conditions	✓
<input type="checkbox"/> Recording > Retention Policy > View	View a retention policy	Cloud CX 3		
<input type="checkbox"/> Recording > Screen Recording > View	View a screen recording	Cloud CX 3		✓

Conditions

! You are currently giving this role full access to the selected permissions. You can add conditions (below) to restrict access.

Condition Type	Operator	Value
- Select Condition Type -	- Select Operand -	Please select a condition type
- Select Condition Type -		
User		
Media Type		
Queue		
Evaluation State		
Evaluation Evaluator		
Evaluation Agent		
Evaluation Type		
Evaluation has read		
Evaluation is released		

Example Evaluation View

This view is used by users to display interactions metadata and listen to recordings for purpose of evaluating them. The following permissions are required to view evaluations in Genesys:

- Conversation:Communication:View
- Quality:Evaluation:All

Figure 4-7: Evaluation Conditions

Conditions

! You are currently giving this role full access to the selected permissions. You can add conditions (below) to restrict access.

Condition Type	Operator	Value
- Select Condition Type -	- Select Operand -	Please select a condition type
- Select Condition Type -		
User		
Media Type		
Queue		
Evaluation State		
Evaluation Evaluator		
Evaluation Agent		
Evaluation Type		
Evaluation has read		
Evaluation is released		

View bulk recording job

Playback Interactions using the SmartTAP Widget

This section describes how to playback interactions using the SmartTAP Widget.

➤ To play and record from SmartTAP widget:

1. In the Menu bar, choose **Performance > Workspace** to open the Genesys "Interactions".

Figure 4-8: Workspace

Interactions							
July 1, 2022 12:07 PM - July 30, 2022 6:08 AM							
	Users	Remote	Date	Conversation Duration	Direction	Queue	Wrap-up
	-	+61433138043	Tue, Jul 5, 2022 7:33 PM	4s	Inbound	-	-
	Manoj	Bound Brook NJ	Wed, Jul 6, 2022 1:30 PM	2m 33s	Inbound	ST COH Inbound	Default Wrap-up Code
	-	+61433138043	Wed, Jul 6, 2022 9:46 PM	16s	Inbound	ST COH Inbound	-
	-	Bound Brook NJ	Thu, Jul 7, 2022 1:31 PM	56s	Inbound	ST COH Inbound	-
	Manoj	Anonymous	Thu, Jul 7, 2022 6:18 PM	38s	Inbound	ST COH Inbound	-
	Manoj	Anonymous	Thu, Jul 7, 2022 6:18 PM	42s	Inbound	ST COH Inbound	-
	Dragan Novakovic	Mobile Number, Brazil	Wed, Jul 13, 2022 12:02 PM	52m 16s	Inbound	ST COH Inbound	Default Wrap-up Code
	Dragan Novakovic	Mobile Number, Brazil	Thu, Jul 14, 2022 11:58 AM	5m 0s	Inbound	ST COH Inbound	Default Wrap-up Code
	Manoj	Manoj	Thu, Jul 14, 2022 8:06 PM	1m 0s	Outbound	-	-
	-	Tel Aviv Region, Israel	Mon, Jul 18, 2022 7:14 AM	11s	Inbound	-	-
	Dragan Novakovic	Mobile Number, Brazil	Wed, Jul 20, 2022 5:46 AM	28s	Inbound	ST COH Inbound	Default Wrap-up Code
	Dragan Novakovic	Mobile Number, Brazil	Thu, Jul 28, 2022 11:39 AM	34s	Inbound	ST COH Inbound	Default Wrap-up Code
	Dragan Novakovic	Dragan Novakovic	Thu, Jul 28, 2022 12:02 PM	2s	Outbound	-	-
	Dragan Novakovic	Dragan Novakovic	Thu, Jul 28, 2022 12:02 PM	3s	Outbound	-	-
	Dragan Novakovic	Dragan Novakovic	Thu, Jul 28, 2022 12:03 PM	2s	Outbound	-	-
	Dragan Novakovic	1500	Thu, Jul 28, 2022 1:48 PM	16s	Inbound	-	-

2. Select a specific interaction for which you wish to playback and then in the Toolbar, select **Apps > SmartTAP Widget App** to open the Interaction Details.

Figure 4-9: Interaction Details

The screenshot shows the Genesys Cloud interface. On the left is a sidebar with navigation icons. The top navigation bar includes tabs for Activity, Directory, Documents, Performance, Reports, Apps, and Admin. The main content area is split into two panes. The left pane displays the Audiocodes logo and a search field labeled 'Genesys Interaction ID' with a magnifying glass icon. The right pane shows the 'Interaction Details' for a specific call. At the top of this pane, it indicates 'INTERNAL' and 'EXTERNAL' participants. Below this, a message states 'There is no recording for this interaction.' The 'Details' tab is selected, showing a table of 'Interaction Metrics'. The table lists various details such as Interaction Type (Call), Interaction ID (2102ed9c-234e-479a-8d0f-2cb6495525bb), Start Time (Wednesday, July 6, 2022 1:30:13 PM), End Time (Wednesday, July 6, 2022 1:32:46 PM), Direction (Inbound), Queue (ST CCH Inbound), Duration (2:33), Internal Participant(s) (Manoj), and External Participant(s) (Bound Brook NJ). The Interaction ID is highlighted with a red box.

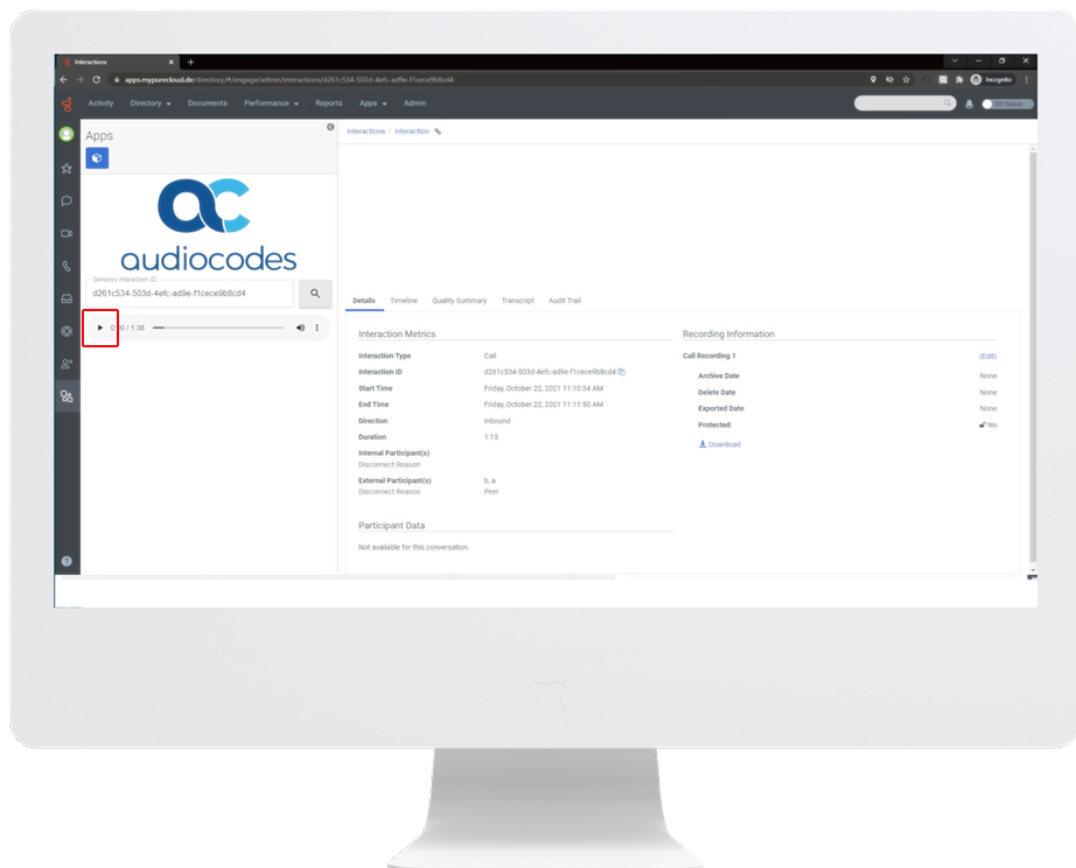
3. Copy the Genesys "Interaction ID" (use the adjacent **Copy** button) and paste it into the search field to retrieve the interaction.



Users must have the correct permissions within Genesys to access recordings in the Widget. See [SmartTap Widget Permissions](#) on page 14.

The interaction recording is loaded.

Figure 4-10: Play Interaction



4. Click the **Play** button to playback the interaction.

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