

Libra recording solutions for Genesys Pure Engage

Powerful, scalable interaction recording solutions built with Genesys deployments in mind, that you can rely on.

Capture everything with the Libra recording solution for Genesys Pure Engage environments. From traditional voice to IP and eServices including third-party integrated solutions such as Cisco, Avaya, etc... All interactions are individually captured, indexed and quickly searchable, saving you time. Chats are captured as text with no need for screen recording, and searchable using keywords, displayed in chat preview mode for simpler review of conversations, even over long periods. Configuration and active directory synchronisation ensure the recorder is always up to date and no additional administration overhead is required. Intelligent load-balancing and redundancy ensure capture and mitigate business risk.

Key features

-  **Integrated recording controller**
Genesys SIP and Configuration servers
-  **Seamless digital recording**
Voice, screen, eServices (chat, social media & email)
-  **Secure**
System, user & recordings
-  **Search and playback**
Intuitive interface filled with power
-  **Cloud storage**
Azure and AWS
-  **Fully redundant architecture**
Active-passive, active-active with seamless failover
-  **Automated load balancing**
Intelligent recording distribution
-  **Multi-tenancy**
Company, agency, department, ...
-  **Live Monitoring**
Near real-time monitoring of conversations

Benefits

-  Simple implementation & configuration with Genesys SIP server, as well as support for legacy fixed trunks and third-party endpoints with configuration synchronisation.
-  The Libra solution seamlessly and natively captures a variety of media types, for quick search and review - without the need to search through hours of screen recordings.
-  Securely manages the storage of recordings, including tamper-proofing; and access privileges per authorised user.
-  All recording are individually captured and intelligently indexed for quick search and playback in an intuitive interface focused on usability and operational efficiency.
-  Connects and stores directly to Azure and AWS cloud storage environments for truly scalable storage to cater for any retention period.
-  Support for a variety of redundancy & high availability options. VM deployments are also supported to reduce hardware footprint.
-  Environments with high call volumes can be intelligently load balanced between recorders to ensure no recording is missed due to hardware limitations or a sudden influx of calls.
-  Shared infrastructure solutions, now have a powerful WebAdmin portal for quick management of their users.
-  Listen in on conversations in near real-time to immediately ensure that your remote workforce are performing at their best.

