Genesys Voice Platform

latency Section

5/3/2025

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threshold.asr_input_response

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.audio_fetch

Default Value: 1000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.call_answer

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.call_reject

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.cumulative_response

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.data_fetch

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.dtmf_input_response

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.grammar_fetch

Default Value: 1000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.inbound_first_prompt

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.initial_response

Default Value: 4000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.interprompt

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.java_script_execution

Default Value: 50|99
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.java_script_fetch

Default Value: 1000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_asr_session_establish

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_asr_set_params

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_asr_stop

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_define_grammar

Default Value: 500|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_recognize

Default Value: 500|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_speak

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_tts_session_establish

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_tts_set_params

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.mrcp_tts_stop

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.noinput_response

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.outbound_first_prompt

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.page_compile

Default Value: 100|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.page_fetch

Default Value: 1500|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.recording_response

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.

threshold.transfer_response

Default Value: 2000|95
Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be non-negative integers.
Changes Take Effect: at start/restart

This parameter defines the latency threshold (milliseconds) and percentile (%) for a given latency. For every Service Quality period the Reporting Server will calculate the actual latency associated with the specified percentile. If that number exceeds the threshold specified here, an error is logged.