

# **GENESYS**

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# Genesys Voice Platform

**latency Section** 

## latency Section

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#### threshold.asr input response

Default Value: 2000195

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: 1000195** 

Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be

non-negative integers.

Changes Take Effect: at start/restart

#### 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

#### 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: 4000195

Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be

non-negative integers.

Changes Take Effect: at start/restart

#### 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

#### 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: 500195

Valid Values: The format is as follows: (threshold)|(percentile). Threshold and percentile must be

non-negative integers.

Changes Take Effect: at start/restart

#### 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

#### 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

## 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