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Performance Management Advisors Deployment Guide

Change the Default Service Level Threshold Setting

12/20/2025

Change the Default Service Level Threshold Setting

Advisors uses the following four raw report metrics to calculate the SL% (Aband) metric value for CCAdv:

- SLC
- SLAbn
- SLCH, and
- ServiceLevelCallsOnHold (SLCHId)

To change the Service Level threshold configuration, you edit the preceding four metrics. Changes to the Service Level threshold take effect after the overnight refresh, or if you stop and then restart XML Generator. If you have an HA deployment, you must stop the primary XML Generator, and then the backup XML Generator, and restart both to force changes to take effect.

A change to the Service Level threshold setting does not affect the applications that are already assigned to roll up on the **Application Configuration** page of the administration module; those applications maintain the Service Level threshold that was selected at the time of the rollup assignment.

Procedure: Changing the Default Service Level Threshold Configuration (CCAdv)

Purpose: The example in the procedure below changes the Service Level threshold from the default 20 seconds to 30 seconds.

Prerequisites

- You require permissions to edit raw report metrics in the Report Metric Manager.

Steps

1. For the SLC and SLAbn metrics, change the **Time Range Upper Bound** from the default value of 20 to 30.
2. For the SLCH and ServiceLevelCallsOnHold metrics, change the **Time Range Lower Bound** from the default value of 20 to 30.