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Genesys Voice Platform

sqa Section

5/12/2025

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- `error.notification.threshold`
- `monitor.min.alert.number`
- `monitor.min.latency.warn.number`
- `stat.update.interval`
- `service.quality.period`

error.notification.threshold

Default Value: 95

Valid Values: An integer between 1 and 100 inclusive

Changes Take Effect: immediately

If the percentage of successful calls falls below this threshold during a service quality period, a notification is generated.

monitor.min.alert.number

Default Value: 100

Valid Values: An integer greater than 0

Changes Take Effect: immediately

The minimum number of calls that need to be recorded before the service quality notification is issued at the critical level.

monitor.min.latency.warn.number

Default Value: 100

Valid Values: An integer greater than 0

Changes Take Effect: immediately

The minimum number of latency measurements that need to be recorded before a warning is logged indicating that the latency measurements have exceeded the configured threshold for the update period.

service.quality.period

Default Value: 900

Valid Values: An integer equal to 300, 600, 900, 1200, 1800, or 3600.

Changes Take Effect: At start/restart

This parameter indicates the interval (in seconds) at which service quality data will be forwarded to the RS from the MCP relative to the beginning of the hour. MCP components must be restarted to refresh their version of this parameter if it is updated.

stat.update.interval

Default Value: 900

Valid Values: An integer equal to 300, 600, 900, 1200, 1800, or 3600.

Changes Take Effect: At start/restart

This parameter defines the period of time, in seconds, between statistic updates, and is relative to the beginning of the hour, rather than the MCP client start time. MCP components must be restarted to refresh their version of this parameter if it is updated.