

# **GENESYS**

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## **GVP Web Services API**

Service Quality Latency Histogram Reports

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## Service Quality Latency Histogram Reports

The SQ Latency Histogram Report generates the latency histogram data for the time period and components specified in the input paramaters. Each report contains a manifest section.

## Web Service Endpoint

This report is available at the web service endpoint /ems-rs/sqa/latency/histogram.

## Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
granularity	This describes the unit of time for this report. It can take one of the following value:
	• HOUR
	• DAY
	• WEEK
	• MONTH
	Each bin of the report will represent a set of latency results for a time period of size 'granularity' if aggregate-by parameter is set to 'time'.
from	This describes the start of the period the report would be for. If the "from" does not align with the granularity, the report will normalize the "from" time to the granularity boundary mark before the specified value. This parameter is required.
to	This describes the end of the period the report would be for. If the "to" does not align with the granularity, the report will normalize the "to" time to the granularity boundary mark after the specified value. This parameter is optional.
comp-id	This describes the target components. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified set of comp-id's. If no comp-id is specified, the report will contain aggregated latency data for all the MCP components in the system.
aggregate-by	This can be specified at most once in the query. It

Parameter	Description
	may be set to one of the following values:
	• component
	If a number of comp-id is specified, and aggregate-by is set to component, the report generated will contain one histogram with data aggregated across all the specified comp-id's.

#### Output Format

The output is a sequence of <latency-histogram> elements. Each represents the histogram data for the type of latency specified in the <latency-histogram> element, aggregated over the time range specified in the <latency-histogram> element, for the components specified in the <latency-histogram> element. The <latency-histogram> also contains a <configuration> element describing how to generate the histogram bin sizes. Please refer to other documentation for how to translate the log-linear configuration into histogram bin sizes. Finally, the <latency-histogram> element contains a series of 26 bin values. They represent the number of times that particular latency has been measured to have a value falling within that histogram bin. This report conforms to the RelaxNG schema SQALatencyHistogram.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
<latency-histogram from="2010-02-04T16:00:00Z" to="2010-02-04T17:00:00Z" type="AUDIO FETCH"</pre>
measured="28" avg="18.3929" min="0" max="328" std-dev="61.3154" estimate="118.9501">
    <components>
      <component href="/components/212" type="MCP" />
    </components>
    <configuration log-bins="5" log-upper-bound="500" linear-upper-bound="10000" />
    <bin>0</bin>
    <bin>16</bin>
    <br/><bin>0</bin>
    <br/><bin>11</bin>
    <bin>0</bin>
    <bin>1</bin>
    <bin>0</bin>
    <br/><br/>bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
  </latency-histogram>
  <latency-histogram from="2010-02-04T16:00:00Z" to="2010-02-04T17:00:00Z" granularity="HOUR"</pre>
```

```
type="CALL_ANSWER" measured="90" avg="67.7" min="15" max="3250" std-dev="339.9106"
estimate="625.1533">
    <components>
      <component href="/components/212" type="MCP" />
    <configuration log-bins="6" log-upper-bound="1000" linear-upper-bound="10000" />
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <br/><bin>63</bin>
    <br/><bin>25</bin>
    <bin>1</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>0</bin>
    <bin>1</bin>
    <bin>0</bin>
    <bin>0</bin>
  </latency-histogram>
```