GENESYS™

GVP Web Services API

Service Quality Failure Details Reports

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Contents

Service Quality Failure Details Reports

The Service Quality Failure Details report generates a report for the service quality failures occurring in the system, as observed from the MCPs based on the Service Quality criteria. Each report contains a manifest section.

Web Service Endpoint

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

Input Parameters

This report accepts the following Request URI parameters:

Parameter	Description
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. The Reporting Server will silently ignore the comp-id's which do not map to an MCP component. If no comp-id is specified, the report will contain arrival data for all the MCP components in the system.
app-id	This describes the target IVR Profile Config Server DBID. This may be specified zero or more times. If specified, the report will contain arrival data only for the specified app-id. This cannot be specified with the tenant-id parameter. If no app-id or tenant-id is specified, the report will contain arrival data for all the IVR Profiles in the system.
tenant-id	This describes the target Tenant Config Server DBID. This may be specified zero or more times. If specified, the report will contain arrival data only

Parameter	Description
	for the specified tenant-id. This cannot be specified with the app-id parameter.
session-id	This causes the report returns a single call with a matching session-id. This must be accompanied by a comp-id parameter. If session-id is specified, no other parameters other than these two should be specified.
failure-type	If specified, only failures of the specific types are returned. This can be specified one or more times, and if it's not specified then all failure types are returned. The valid value for the failure types are: • CALL_ANSWER • INBOUND_FIRST_PROMPT_LATENCY • OUTBOUND_FIRST_PROMPT_LATENCY • INTERPROMPT_LATENCY • CUMULATIVE_RESPONSE_LATENCY • AUDIO_GAP_LATENCY • APPLICATION_ERROR • SYSTEM_ERROR • CALL_REJECT
sort-order	This can take on the value of either asc or dsc, and it affects the way the CDRs in the report are sorted. If set to "asc" the CDRs are returned in ascending by time. If set to "desc" the CDRs are returned in descending order by time. The default value is asc.
page-size	This specifies the per-page maximum number of items to be returned in a single CDR report. If this is greater than some maximum configured on the Reporting Server, this is silently ignored.
page	This specifies the page number to be returned. Together with sort-order and page-size, it determines the set of CDRs to be returned in the query. If this page exceed some maximum value configured on the reporting server, or if the product of page×page-size is greater than the result set, an error is returned.

Output Format

The SQ Failure Details Report contains one or more <failure> elements within the surrounding <failed-call-list> </failed-call-list> element. Each describes a SQ failure occurring in the system,

where each failure would describe the session-id and comp-id of the call that had the failure, the start time of the call, the type of failure, etc. It conforms to the RelaxNG schema SQAFailureDetails.rng. Download the GVP RNG Schemas An example report body for this report is as follows:

```
  <failed-call-list>
    <failure session-id="00D400B6-100053D7" comp-id="212" app-id="193" duration="0"
start="2010-02-04T16:36:23.585Z" type="SYSTEM_ERROR" order="1" failure-
time="2010-02-04T16:36:23.585Z" info="Inbound reject (badfetch)" />
    <failure session-id="00D400B6-100053F4" comp-id="212" app-id="321" duration="5109"
start="2010-02-04T16:39:50.98Z" type="CALL_ANSWER" order="1" failure-
time="2010-02-04T16:39:50.98Z" info="3250 ms" />
    <failure session-id="00D400B6-100053F3" comp-id="212" app-id="232" duration="0"
start="2010-02-04T16:40:01.808Z" type="CALL_REJECT" order="1" failure-
time="2010-02-04T16:40:01.808Z" info="20000 ms" />
    <failure session-id="00D400B6-100053F3" comp-id="212" app-id="232" duration="0"
start="2010-02-04T16:40:01.808Z" type="SYSTEM_ERROR" order="2" failure-
time="2010-02-04T16:40:01.808Z" info="Inbound reject (timeout)" />
  </failed-call-list>
```