GVP Documentation Supplement

Mid-call Change to MSML Call Not Reflected

5/5/2025

Mid-call Change to MSML Call Not Reflected

SUMMARY: The word "not" was omitted from the description of this behavior, reversing the meaning.

The next publication of the GVP 8.5 Deployment Guide will include this revision:

CHAPTER: Chapter 2: GVP Architecture
SECTION: Reporting Server Functions
ADD "NOT" TO THIS NOTE:

> **Note:** GVP reporting is unable to track Media Server services use at the tenant level (by tenant or by application). Applications that use URS centric routing have the following reporting issue:
>
> During an MSML call into GVP, if SIP Server changes the `X-Genesys-gsw-ivr-profile-name` or the `X-Genesys-gvp-tenant-id` parameters in the middle of the call (e.g. applying different treatments that use different IVR profiles), the change is **not** reflected by Resource Manager, Media Control Platform or Reporting Server. All reporting for the call will be against the original IVR profile.