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GVP Documentation Supplement

Service Quality (SQ) Reporting - Default Thresholds

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Service Quality (SQ) Reporting - Default Thresholds

SUMMARY: Default values listed in the GVP User's Guide are incorrect and they should match those contained in the XML data included in the VP Reporting Server IP (installation package).

DOCUMENT: The next publication of the [GVP 8.5 User's Guide](#) will include these revisions.

CHAPTER: Chapter 3: Configuring Common Features

SECTION: Table 7: Service Quality Advisor Parameters

Update the default values of the following configuration options in Table 7:

Option Name - First Prompt Inbound Latency Threshold

Description - Specifies the maximum threshold, in milliseconds, before playing a prompt on an inbound call.

Valid Values and Syntax - Default value: 2000|95

Option Name - Cumulative Response Latency Threshold

Description - Specifies the maximum threshold, in milliseconds, before playing a prompt after customer interaction.

Valid Values and Syntax - Default value: 2000|95

Option Name - Call Reject Latency Threshold

Description - Specifies the maximum time, in milliseconds, to determine whether the call reject latency is considered a failure because it falls below the threshold.

Valid Values and Syntax - Default value: 2000|95

Option Name - Call Answer Latency Threshold

Description - Specifies the maximum time, in milliseconds, to determine whether the call answer latency is considered a failure because it falls below the threshold.

Valid Values and Syntax - Default value: 2000|95