

## Spotlight SAM User Guide - 6.42

**Blackchair Spotlight  
Spotlight Asset Management (SAM)  
User Guide**

**Version 6.42**

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- Introduction
  - License Report
    - Standard Daily Report
    - Intra-Day Report Single Day
    - Intra-Day Daily Report Multiple Days
  - License Features
  - Checking SAM
    - Run License Report Regularly
    - Check the Spotlight Website Regularly
- 

## Introduction

**SAM** is a part of **Spotlight Audit** module that counts usage of supported Genesys license features, according to rules specified by Genesys. **SAM** is part of the Spotlight framework and is installed with Spotlight Audit with generic settings

**SAM** supports the **Genesys Concurrent** and **Enabled** licensing models. A standard configuration assumes all applicable features are one model or the other.

The following license reports can be generated:

- Standard Daily Report Excel
- Intra-Day Report Single Day Excel
- Intra-Day Report Multiple Days CSV Package

In addition the **License Group** tab in **Administration** can be used to create line of business groups that are used in the **Spotlight License Report**. These user defined groups can be based on **Tenant/Folders** or Agent Groups. License data is then displayed separately in the License Reports for each of these groups. For further information on the creation of these License Groups, please refer to the [Administration Guide](#).

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## License Report

To run the License Report:

- Right click an Environment name underneath **Browse Environments**.
- Select **License Reporting**.

Browse Environments		Indicators	Item Name
DEMOSRV		↓	CME
		↓	GAX

- Watch List
- Edit Attachments
- Manage Baselines
- Manage Config Packages
- License Reporting**

- A new **License Reporting** window will open, allowing you to generate each of the three license report types

License Reporting



Start: Wed, 07 March 2018  
End: Wed, 07 March 2018  
Type: Daily

Standard Daily Report  
Excel

Intra-day Report  
Single Day  
Excel

Intra-day Report  
Multiple Days  
CSV Package

Select All      Select None

- Include      Features (0 of 32 selected)
- Agent Connector
  - ASR Ports (GVP)
  - CIM Platform
  - Framework Standalone (CTI)
  - Genesys Agent Desktop
  - Genesys Chat (Web Media)
  - Genesys Email
  - Genesys Info Mart

Select All      Select None

- Include      Groups (0 of 0 selected)
- 

# Intervals selected: 1

Generate Report

## Standard Daily Report

- Select **Standard Daily Report Excel**
- Set the **Start Date**
- Set the **End Date**
- Select **Generate Report**

**License Reporting** [X]

Start: Thu, 08 March 2018 [calendar icon]

End: Thu, 08 March 2018 [calendar icon]

Type: Daily [dropdown arrow]

Select All
Select None

Include | Features (0 of 32 selected)

- Agent Connector
- ASR Ports (GVP)
- CIM Platform
- Framework Standalone (CTI)
- Genesys Agent Desktop
- Genesys Chat (Web Media)
- Genesys Email
- Genesys Info Mart

Select All
Select None

Include | Groups (0 of 2 selected)

- LOB1
- LOB2

# Intervals selected: 1

**Generate Report**

Standard Daily Report

Excel

Intra-day Report

Single Day

Excel

Intra-day Report

Multiple Days

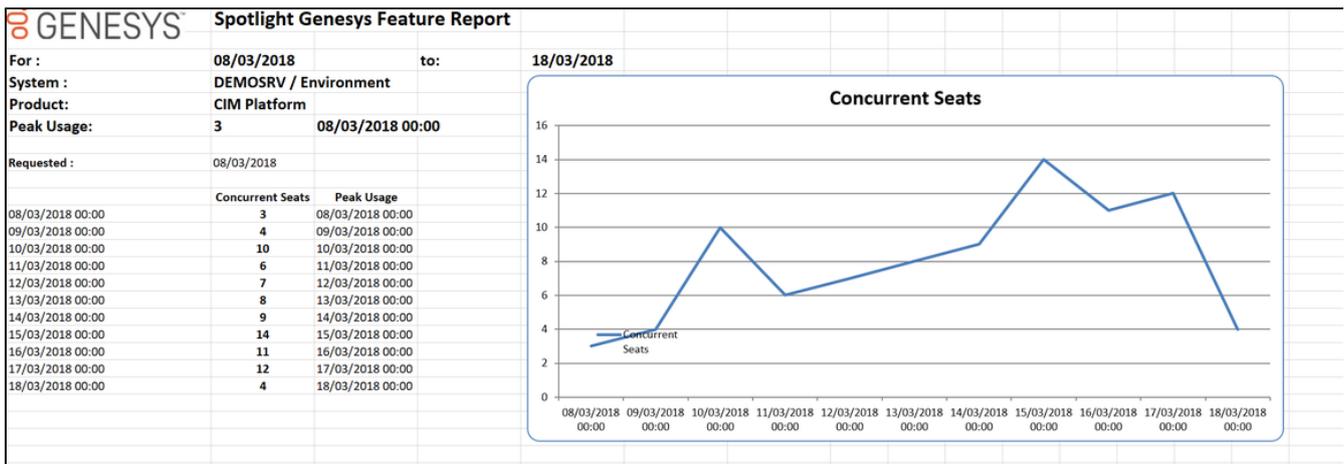
CSV Package

If License Groups are not used, a single Excel Report will be generated. If License Groups are used, a zip file will be generated containing an Excel report for each License Group and an overall report.

Name	Date modified	Type	Size
Spotlight License Report - DEMOSRV - Environment_Default - 2018-03-08 to 2018-03-08 - Concurrent.	08/03/2018 09:21	Microsoft Excel Work...	1,148 KB
Spotlight License Report - DEMOSRV - Environment_LOB1 - 2018-03-08 to 2018-03-08 - Concurrent.	08/03/2018 09:21	Microsoft Excel Work...	544 KB
Spotlight License Report - DEMOSRV - Environment_LOB2 - 2018-03-08 to 2018-03-08 - Concurrent.	08/03/2018 09:21	Microsoft Excel Work...	544 KB

The reports include a Summary tab, listing all the license features and the Concurrent Seats and Peak date for each. An additional tab (for each License Type) details the concurrent seats and peak usage for each day the report is run for, as well as a graph displaying the same data.

GENESYS™		Spotlight Genesys Licensing Summary Report	
<b>For :</b>	<b>08/03/2018</b>	<b>to:</b>	<b>08/03/2018</b>
<b>System :</b>	<b>DEMOSRV / Environment</b>		
<b>Requested :</b>	08/03/2018		
<u>Feature</u>	<u>Concurrent Seats</u>	<u>Peak Date</u>	
CIM Platform	70	08/03/2018 09:15	
Framework Standalone (CTI)	70	08/03/2018 09:15	
Genesys Agent Desktop	45	08/03/2018 09:15	
Genesys Chat (Web Media)	45	08/03/2018 09:15	
Genesys Email	45	08/03/2018 09:15	
Genesys Info Mart	70	08/03/2018 09:15	
Genesys Interactive Insights	70	08/03/2018 09:15	
Genesys IWD	64	08/03/2018 09:15	
Genesys SMS	29	08/03/2018 09:15	
Genesys Social Engagement	0	08/03/2018 09:15	
Genesys Workforce Manager	65	08/03/2018 09:15	
Gplus Adapter for eWFM	0	08/03/2018 09:15	
Gplus Adapter for Siebel CRM	0	08/03/2018 09:15	
GVP	24	08/03/2018 09:15	
HA - CIM Platform	70	08/03/2018 09:15	
HA - Genesys Info Mart	70	08/03/2018 09:15	
HA - SIP	70	08/03/2018 09:15	
HA - Voice	45	08/03/2018 09:15	
Inbound Voice	45	08/03/2018 09:15	
Interaction Workspace	39	08/03/2018 09:15	
IVR Connector	5	08/03/2018 09:15	
Media Server	2	08/03/2018 09:15	
Network Voice	29	08/03/2018 09:15	
Outbound Preview	26	08/03/2018 09:15	
Outbound Voice (Contact)	14	08/03/2018 09:15	
Proactive Contact - Voice	12	08/03/2018 09:15	
SIP Business Continuity	70	08/03/2018 09:15	
SIP Interaction	70	08/03/2018 09:15	
SIP Voicemail	65	08/03/2018 09:15	
TTS Ports (GVP)	5	08/03/2018 09:15	



## Intra-Day Report Single Day

- Select **Intra-day Report Single Day Excel**
- Set the **Date**
- Set the **Type** (Hourly, 30 min, 15 min or 5 min)
- Select **Generate Report**

NB: If the interval selected is not **Hourly**, a warning will be displayed indicating that the report may take a while to generate.

**License Reporting**
✕

Standard Daily Report  
Excel

Intra-day Report  
Single Day  
Excel

Intra-day Report  
Multiple Days  
CSV Package

Date:

Type:

Include	Features (0 of 32 selected)
<input type="checkbox"/>	Agent Connector
<input type="checkbox"/>	ASR Ports (GVP)
<input type="checkbox"/>	CIM Platform
<input type="checkbox"/>	Framework Standalone (CTI)
<input type="checkbox"/>	Genesys Agent Desktop
<input type="checkbox"/>	Genesys Chat (Web Media)
<input type="checkbox"/>	Genesys Email
<input type="checkbox"/>	Genesys Info Mart

Include	Groups (0 of 2 selected)
<input type="checkbox"/>	LOB1
<input type="checkbox"/>	LOB2

**# Intervals selected: 48**  
This may take a while to generate

If License Groups are not used, a single Excel Report will be generated. If License Groups are used, a zip file will be generated containing an Excel report for each License Group and an overall report.

Name	Date modified	Type	Size
Spotlight License Report - DEMOSRV - Environment_Default - 2018-03-08 to 2018-03-08 - Concurrent.	08/03/2018 09:21	Microsoft Excel Work...	1,148 KB
Spotlight License Report - DEMOSRV - Environment_LOB1 - 2018-03-08 to 2018-03-08 - Concurrent.	08/03/2018 09:21	Microsoft Excel Work...	544 KB
Spotlight License Report - DEMOSRV - Environment_LOB2 - 2018-03-08 to 2018-03-08 - Concurrent.	08/03/2018 09:21	Microsoft Excel Work...	544 KB

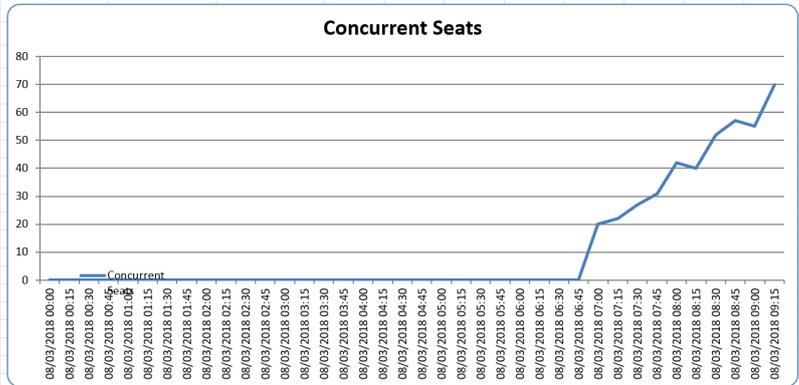
The reports include a Summary tab, listing all the license features and the Concurrent Seats and Peak date for each. An additional tab (for each License Type) details the concurrent seats and peak usage for each interval of the day the report is run for, as well as a graph displaying the same data.

GENESYS™		Spotlight Genesys Licensing Summary Report	
<b>For :</b>	<b>08/03/2018</b>		<b>to: 08/03/2018</b>
<b>System :</b>	<b>DEMOSRV / Environment</b>		
<b>Requested :</b>	08/03/2018		
<b>Feature</b>	<b>Concurrent Seats</b>	<b>Peak Date</b>	
CIM Platform	70	08/03/2018 09:15	
Framework Standalone (CTI)	70	08/03/2018 09:15	
Genesys Agent Desktop	45	08/03/2018 09:15	
Genesys Chat (Web Media)	45	08/03/2018 09:15	
Genesys Email	45	08/03/2018 09:15	
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Genesys Interactive Insights	70	08/03/2018 09:15	
Genesys IWD	64	08/03/2018 09:15	
Genesys SMS	29	08/03/2018 09:15	
Genesys Social Engagement	0	08/03/2018 09:15	
Genesys Workforce Manager	65	08/03/2018 09:15	
Gplus Adapter for eWFM	0	08/03/2018 09:15	
Gplus Adapter for Siebel CRM	0	08/03/2018 09:15	
GVP	24	08/03/2018 09:15	
HA - CIM Platform	70	08/03/2018 09:15	
HA - Genesys Info Mart	70	08/03/2018 09:15	
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IVR Connector	5	08/03/2018 09:15	
Media Server	2	08/03/2018 09:15	
Network Voice	29	08/03/2018 09:15	
Outbound Preview	26	08/03/2018 09:15	
Outbound Voice (Contact)	14	08/03/2018 09:15	
Proactive Contact - Voice	12	08/03/2018 09:15	
SIP Business Continuity	70	08/03/2018 09:15	
SIP Interaction	70	08/03/2018 09:15	
SIP Voicemail	65	08/03/2018 09:15	
TTS Ports (GVP)	5	08/03/2018 09:15	

**GENESYS** Spotlight Genesys Feature Report

For : 08/03/2018 to: 08/03/2018  
 System : DEMOSRV / Environment  
 Product: CIM Platform  
 Peak Usage: 3 08/03/2018 09:15  
 Requested : 08/03/2018

	Concurrent Seats	Peak Usage
08/03/2018 00:00	0	08/03/2018 00:00
08/03/2018 00:15	0	08/03/2018 00:15
08/03/2018 00:30	0	08/03/2018 00:30
08/03/2018 00:45	0	08/03/2018 00:45
08/03/2018 01:00	0	08/03/2018 01:00
08/03/2018 01:15	0	08/03/2018 01:15
08/03/2018 01:30	0	08/03/2018 01:30
08/03/2018 01:45	0	08/03/2018 01:45
08/03/2018 02:00	0	08/03/2018 02:00
08/03/2018 02:15	0	08/03/2018 02:15
08/03/2018 02:30	0	08/03/2018 02:30
08/03/2018 02:45	0	08/03/2018 02:45
08/03/2018 03:00	0	08/03/2018 03:00
08/03/2018 03:15	0	08/03/2018 03:15
08/03/2018 03:30	0	08/03/2018 03:30
08/03/2018 03:45	0	08/03/2018 03:45
08/03/2018 04:00	0	08/03/2018 04:00
08/03/2018 04:15	0	08/03/2018 04:15
08/03/2018 04:30	0	08/03/2018 04:30
08/03/2018 04:45	0	08/03/2018 04:45
08/03/2018 05:00	0	08/03/2018 05:00
08/03/2018 05:15	0	08/03/2018 05:15
08/03/2018 05:30	0	08/03/2018 05:30
08/03/2018 05:45	0	08/03/2018 05:45
08/03/2018 06:00	0	08/03/2018 06:00
08/03/2018 06:15	0	08/03/2018 06:15
08/03/2018 06:30	0	08/03/2018 06:30
08/03/2018 06:45	0	08/03/2018 06:45
08/03/2018 07:00	20	08/03/2018 07:00
08/03/2018 07:15	22	08/03/2018 07:15
08/03/2018 07:30	27	08/03/2018 07:30
08/03/2018 07:45	31	08/03/2018 07:45
08/03/2018 08:00	42	08/03/2018 08:00
08/03/2018 08:15	40	08/03/2018 08:15
08/03/2018 08:30	52	08/03/2018 08:30
08/03/2018 08:45	57	08/03/2018 08:45
08/03/2018 09:00	55	08/03/2018 09:00
08/03/2018 09:15	70	08/03/2018 09:15



## Intra-Day Daily Report Multiple Days

- Select **Intra-day Report Multiple Days CSV Package**
- Set the **Start Date**
- Set the **End Date**
- Set the **Type** (Hourly, 30 min, 15 min or 5 min)
- Select which **License Types** to include in the report if any have been created. Use **Select All**, **Select None** and the **Include** check boxes to make your selections.
- Select which **License Groups** to include in the report if any have been created. Use **Select All**, **Select None** and the **Include** check boxes to make your selections.
- Select **Generate Report**

NB: If the number of intervals to be included in the report is greater than 336, a warning will be displayed indicating that the report may take a while to generate.

**License Reporting** [X]

Standard Daily Report  
Excel

Intra-day Report  
Single Day  
Excel

Intra-day Report  
Multiple Days  
CSV Package

Start: Thu, 08 March 2018

End: Fri, 09 March 2018

Type: 5 min

Select All    Select None

Include	Feature (30 of 32 selected)
<input type="checkbox"/>	Agent Connector
<input type="checkbox"/>	ASR Ports (GVP)
<input checked="" type="checkbox"/>	CIM Platform
<input checked="" type="checkbox"/>	Framework Standalone (CTI)
<input checked="" type="checkbox"/>	Genesys Agent Desktop
<input checked="" type="checkbox"/>	Genesys Chat (Web Media)
<input checked="" type="checkbox"/>	Genesys Email
<input checked="" type="checkbox"/>	Genesys Info Mart

Select All    Select None

Include	Group (2 of 2 selected)
<input checked="" type="checkbox"/>	LOB1
<input checked="" type="checkbox"/>	LOB2

# Intervals selected: 576  
This may take a while to generate

Generate Report

A zip file will be generated containing a csv report for each **License Type** selected

Name	Date modified	Type	Size
Spotlight License Report - DEMOSRV - CIM Platform - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - Framework Standalone (CTI) - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	9 KB
Spotlight License Report - DEMOSRV - Genesys Agent Desktop - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - Genesys Chat (Web Media) - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - Genesys Email - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - Genesys Info Mart - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - Genesys Interactive Insights - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	9 KB
Spotlight License Report - DEMOSRV - Genesys IWD - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - Genesys SMS - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - Genesys Social Engagement - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - Genesys Workforce Manager - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - Gplus Adapter for eWFM - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - Gplus Adapter for Siebel CRM - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - GVP - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	5 KB
Spotlight License Report - DEMOSRV - HA - CIM Platform - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - HA - Genesys Info Mart - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - HA - SIP - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - HA - Voice - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - Inbound Voice - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - Interaction Workspace - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - IVR Connector - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - Media Server - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - Network Voice - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - Outbound Preview - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - Outbound Voice (Contact) - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - Proactive Contact - Voice - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - SIP Business Continuity - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	8 KB
Spotlight License Report - DEMOSRV - SIP Interaction - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB
Spotlight License Report - DEMOSRV - SIP Voicemail - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	6 KB
Spotlight License Report - DEMOSRV - TTS Ports (GVP) - 2018-03-08 to 2018-03-09 - Concurrent	08/03/2018 09:15	Microsoft Excel Com...	7 KB

Each csv report will display the following data :

- **Date** - Date and Interval of data
- **Feature** - Genesys License Type
- **Container** - Enterprise or License Group Name
- **Count** - Enabled Count or Concurrent Count depending on the clients license model

Date	Feature	Container	Count
08/03/2018 08:30	CIM Platform	Enterprise	0
08/03/2018 08:35	CIM Platform	Enterprise	0
08/03/2018 08:40	CIM Platform	Enterprise	0
08/03/2018 08:45	CIM Platform	Enterprise	0
08/03/2018 08:50	CIM Platform	Enterprise	0
08/03/2018 08:55	CIM Platform	Enterprise	0
08/03/2018 09:00	CIM Platform	Enterprise	0
08/03/2018 09:05	CIM Platform	Enterprise	0
08/03/2018 09:10	CIM Platform	Enterprise	45
08/03/2018 09:15	CIM Platform	Enterprise	52
08/03/2018 08:50	CIM Platform	Environment_LOB1	0
08/03/2018 08:55	CIM Platform	Environment_LOB1	0
08/03/2018 09:00	CIM Platform	Environment_LOB1	0
08/03/2018 09:05	CIM Platform	Environment_LOB1	0
08/03/2018 09:10	CIM Platform	Environment_LOB1	23
08/03/2018 09:15	CIM Platform	Environment_LOB1	30
08/03/2018 08:50	CIM Platform	Environment_LOB2	0
08/03/2018 08:55	CIM Platform	Environment_LOB2	0
08/03/2018 09:00	CIM Platform	Environment_LOB2	0
08/03/2018 09:05	CIM Platform	Environment_LOB2	0
08/03/2018 09:10	CIM Platform	Environment_LOB2	22
08/03/2018 09:15	CIM Platform	Environment_LOB2	25

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## License Features

**Software Asset Management** supports the **Genesys Concurrent** and **Enabled** licensing models. A standard configuration assumes all applicable features are one model or the other; sites with a mixture of models or with requirement to report on both models simultaneously should contact their Genesys Account Management team. Sites with non-standard licensing model should contact their Genesys Account Management team.

The following table list the license types supported by SAM. along with the definitions for Enabled and Concurrent License models.

Feature	Enabled Definition	Concurrent Definition
Inbound Voice	Count of defined seats with associated switch not type 0 (Unknown Switch), 72 (SIP Switch) or 63 (OM Switch). Seats are of DN type 1,2 (ACDPoS, Extension) and must be associated with an active agent Place object. Multiple DNs associated with a single agent place are counted as one enabled seat.	Maximum logged-in agents with associated switch not type 0 (Unknown Switch), 72 (SIP Switch) or 63 (OM Switch)

Network Voice	If any Switch objects are "type"= 43 55 56 then as for "Inbound Voice"; if not count is zero.	If any Switch objects are "type"= 43 55 56 then as for "Inbound Voice"; if not count is zero.
SIP Interaction	Count of defined seats with associated switch type 72 (SIP Switch). Seats are of DN type 1,2 (ACDPos, Extension) and must be associated with an active agent Place object. Multiple DNs associated with a single agent place are counted as one enabled seat.	Maximum logged-in agents with associated switch type 72 (SIP Switch).
SIP Business Continuity	As for SIP Interaction	As for SIP Interaction
Outbound Voice (Contact)	Defined agents associated with an agent group associated with a campaign group + Defined agents associated with a place associated with a place group associated with a campaign group	Maximum logged-in agents associated with an agent group associated with a campaign group + Maximum logged-in agents associated with a place associated with a place group associated with a campaign group
Outbound Preview	Defined associated with an agent group associated with a campaign group with "dial-mode"=3 + Defined agents associated with a place associated with a place group associated with a campaign group with "dial-mode"=3	Maximum logged-in agents associated with an agent group associated with a campaign group with "dial-mode"=3 + Maximum logged-in agents associated with a place associated with a place group associated with a campaign group with "dial-mode"=3
Genesys Email	The number of distinct PlaceIDs for the email logins over the previous 24 hours.	Maximum logged-in agents with associated endpoint is type=media, media-type=email
Genesys Chat (Web Media)	The number of distinct PlaceIDs for the chat logins over the previous 24 hours.	Maximum logged-in agents with associated endpoint is type=media, media-type=chat
Genesys IWD	The number of distinct PlaceIDs for the third party work item logins over the previous 24 hours.	
Genesys Social Engagement	The number of distinct PlaceIDs for the social media logins over the previous 24 hours.	Maximum logged-in agents with associated endpoint is type=media, open-media, is 'facebook', 'twitter' or 'rss'
Genesys SMS	The number of distinct PlaceIDs for the SMS logins over the previous 24	max logged-in agents with associated endpoint is type=media, open-media, is 'sms'
HA - Voice	Count of defined seats associated with a Tserver application (type=1) with redundancy_type <> 1 associated with a switch not type 0 (Unknown Switch), 72 (SIP Switch) or 63 (OM Switch). Seats are of DN type 1,2 (ACDPos, Extension) and are associated with an active agent Place.	Maximum logged-in agents with associated switch not type 0 (Unknown Switch), 72 (SIP Switch) or 63 (OM Switch) associated with a Tserver application (type=1) with redundancy_type <> 1.
HA - SIP	Defined agents associated with a Tserver application (type=1) with redundancy_type <> 1 associated with a switch type 72.	Maximum logged-in agents associated with a Tserver application (type=1) with redundancy_type <> 1 associated with a switch type 72.
CIM Platform	Defined seats of DN type 1,2 (ACDPos, Extension) associated with an active agent Place object (voice seats) + Distinct Places with login over the previous 24 hour period (non-voice seats)	Maximum logged-in agents associated with DN not type 7 (GVP).
Framework Standalone (CTI)	Count of defined seats with associated switch not type 0 (Unknown Switch), 72 (SIP Switch) or 63 (OM Switch). Seats are of DN type 1,2 (ACDPos, Extension).	If any applications exist with type=15 (URS) connected to an application with type=8 (DAP) the count is maximum logged in agents; if none exist the count is zero.
HA - CIM Platform	As for CIM Platform	As for CIM Platform
Genesys Workforce Manager	Count of records in WM_SCHEDULE_DAYS for wm_date=current date with number of unique gsw_agent_id with wm_day_type 0	As enabled

Genesys Info Mart	If there is at least one application with type=55 (GIM) count is defined seats. Seats are of DN type 1,2 (ACDPoS, Extension) and are associated with an active agent Place object. If not count is zero	If there is at least one application with type=55 (GIM) count is max logged-in agents. If not count is zero
HA - Genesys Info Mart	As for Genesys Info Mart	As for Genesys Info Mart
Genesys Interactive Insights	As for Genesys Info Mart	As for Genesys Info Mart
Interaction Workspace	Maximum logged-in agents to Interaction Workspace by distinct PlaceID	Maximum logged-in agents to Interaction Workspace
Genesys Agent Desktop	There is no enabled count rule for this feature.	Maximum logged-in agents from GSD webserver.
Agent Connector	There is no enabled count rule for this feature.	Calculation of Inbound Voice + SIP Interaction – Interaction Workspace. (Some of these counts may be zero)
Gplus for IEX	Count of distinct agents members of Agent Groups associated with the GPlus application	As for enabled
GVP	There is no enabled count rule for this feature	Count of active calls (ports) in use via GVP SNMP MIB request mcpSipScalarTable/mcpSipCurrentInboundSessions + mcpSipScalarTable/cpSipCurrentOutboundSessions
IVR Connector	Count of defined IVR ports	There is no concurrent count rule for this feature
Media Server	There is no enabled count rule for this feature.	Count of active calls (ports) in use via GVP SNMP MIB request mcpSipScalarTable/mcpSipCurrentInboundSessions + mcpSipScalarTable/mcpSipCurrentOutboundSessions
ASR Ports (GVP)	There is no enabled count rule for this feature.	Count of active speech recognition sessions in use via GVP SNMP MIB request mcpSpeechSessionTable/mcpCurrRecogSessions
TTS Ports (GVP)	There is no enabled count rule for this feature.	Count of active speech synthesis sessions in use via GVP SNMP MIB request mcpSpeechSessionTable/mcpCurrSynthSessions
SIP Voicemail	DNs with associated flex prop "Tserver" with associated flex prop "gvm_mailbox" . + Persons with associated flex prop "Tserver" with associated flex prop "gvm_mailbox"	As for enabled
Proactive Contact - voice	Defined agents associated with an agent group associated with a campaign group with "dial-mode"=11 or 10 or 9 + Defined agents associated with a place associated with a place group associated with a campaign group with "dial-mode"= 11 or 10 or 9	Maximum logged-in agents associated with an agent group associated with a campaign group with "dial-mode"= 11 or 10 or 9 + Maximum logged-in agents associated with a place associated with a place group associated with a campaign group with "dial-mode"=11 or 10 or 9

## Checking SAM

The following describes steps you should take regularly to check there are no major issues affecting the SAM application. Continued correct operation is important to be sure license usage data is accurate.

## Run License Report Regularly

Run a usage report at least weekly, covering a period of at least the past month. Check the figures looks consistent across the period, allowing for normal variation in usage.

- If the GVP, ASR or TTS figures suddenly drop, there may have been a change in the GVP or SNMP Master Agent configuration in Genesys that you need to reflect in the SAM configuration. There may be a network or firewall issues preventing connection to one or more SNMP Master Agents
- If agent-based figures suddenly drop, there may be an issue with connections to the statsserver used by SAM. All the T-Servers, SIP Servers and Interaction Servers in the estate must be connected to the statsserver used by SAM. Check connections have not been deleted and network or firewall issues are not preventing connection. Check new instances of T-Server, SIP Server or Interaction Server are connected to the statsserver used by SAM. Check the Spotlight server has network access to the statsserver
- If agent-based figures suddenly drop, check the statsserver is still writing to the LOGIN table in the Spotlight database

If the above checks do not yield an explanation for a sudden change in figures that is not explained by normal variation in usage, raise a support ticket immediately with Genesys to have this investigates

## Check the Spotlight Website Regularly

- If a Service Alert appears in red, hover your mouse over the text alert. The hint will tell you of the alert(s) concern audit data or SAM data, If an alert concerns SAM data raise a support ticket immediately with Genesys to have this investigated.
  - If audit data does not appear to be up to date, raise a support ticket immediately with Genesys to have this investigated
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