# Spotlight SAM User Guide - 6.43

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

**Version 6.43**

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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
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## 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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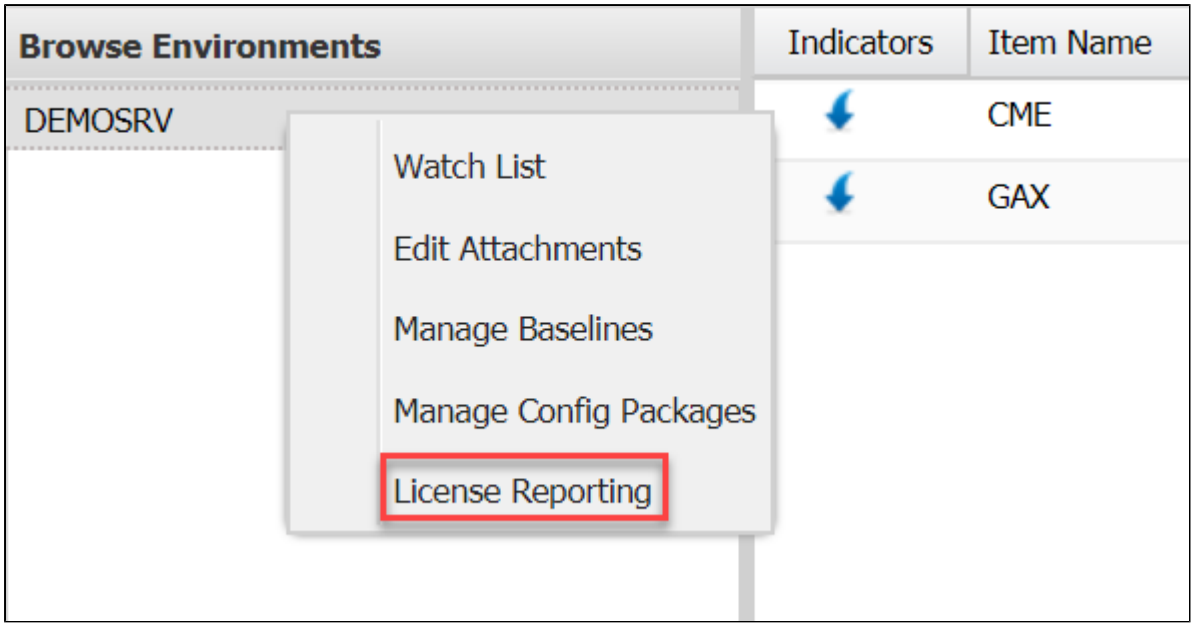
## License Report

To run the License Report:

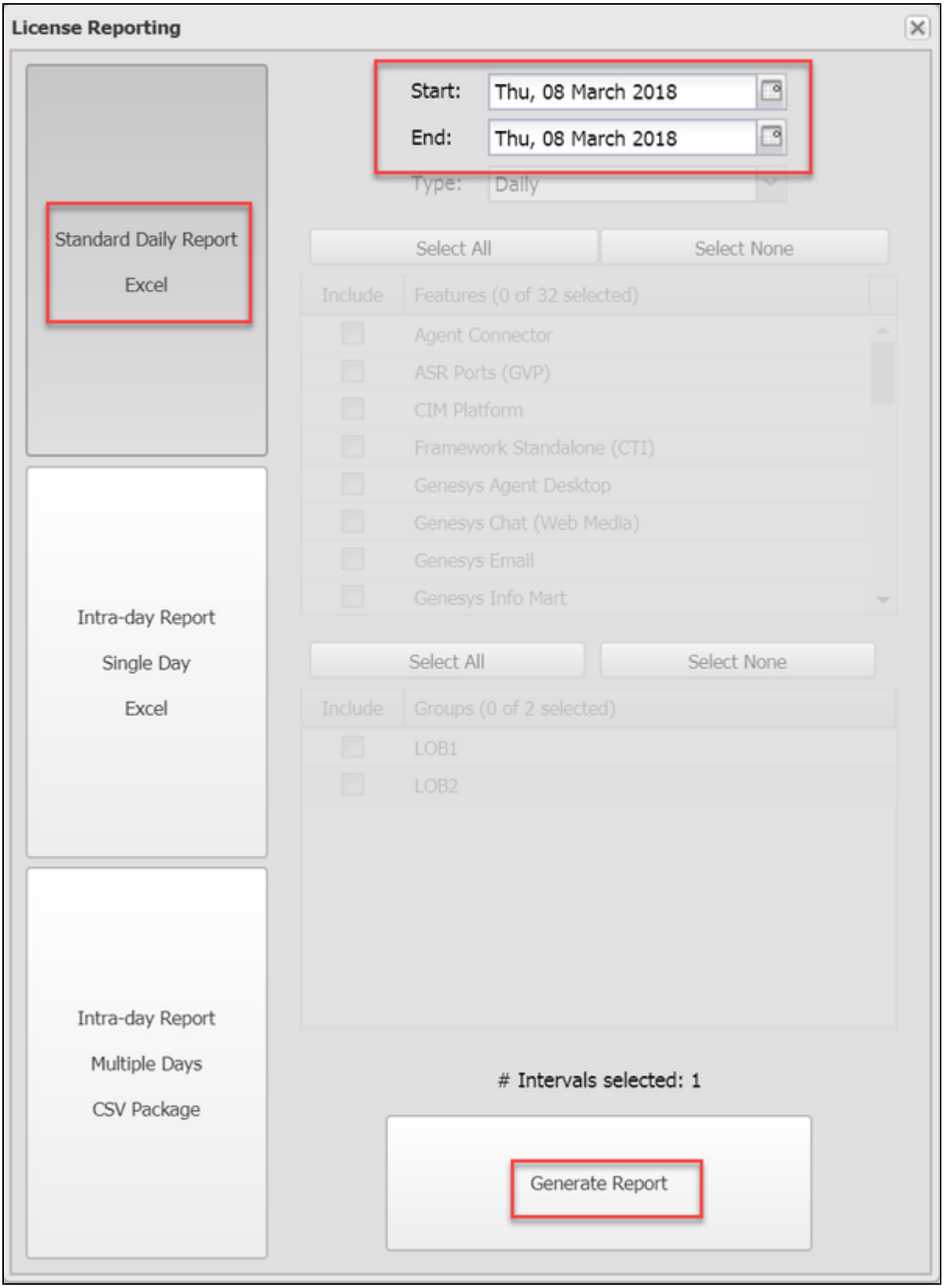
- Right click an Environment name underneath **Browse Environments**.
- Select **License Reporting**.



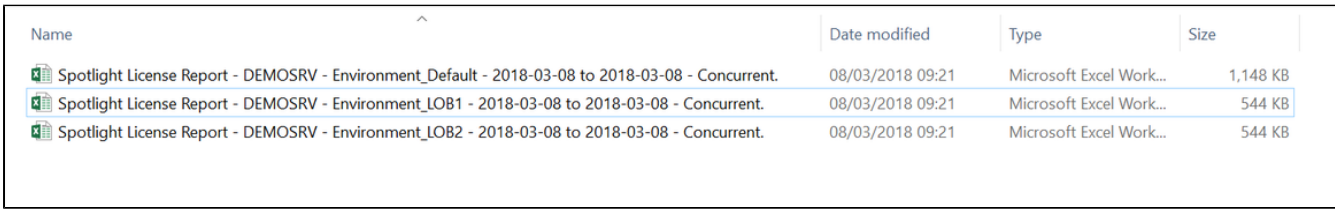

- A new **License Reporting** window will open, allowing you to generate each of the three license report types

**Standard Daily Report**

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




If License Groups are not used, a single Excel Report will be generated. If License Groups are used, a zip file will 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 |

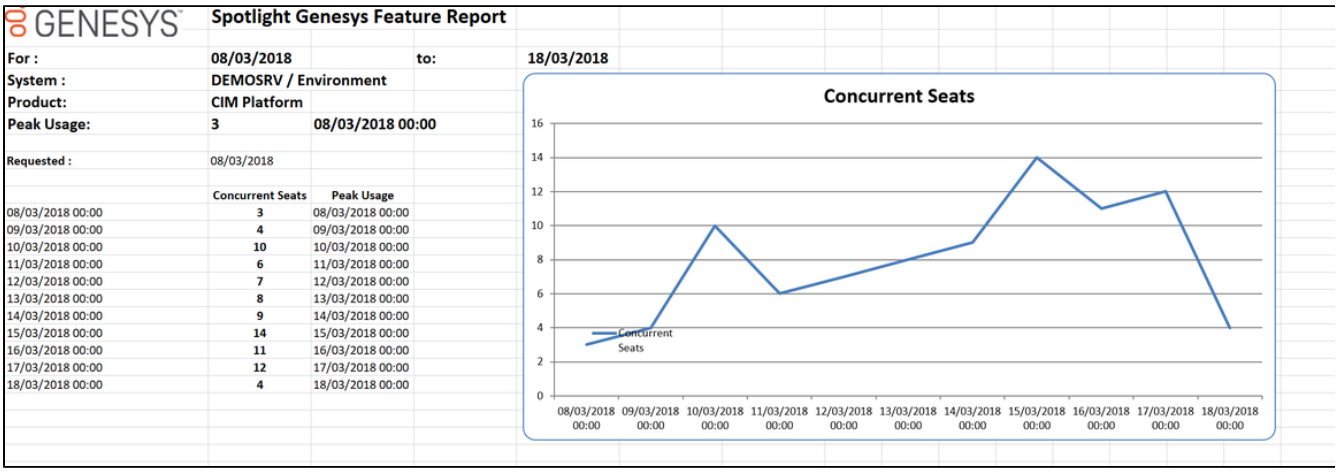
The reports include a Summary tab, listing all the license features and the Concurrent Seats and Peak date for each. An additional tab (for each License Type) details the concurrent seats and peak usage for each day the report is run for, as well as a graph displaying the same data.

GENESYS

**Spotlight Genesys Licensing Summary Report**

| | | | |
|---|---|---|---|
| **For :** | **08/03/2018** | **to:** | **08/03/2018** |
| **System :** | **DEMOSRV / Environment** | | |
| **Requested :** | 08/03/2018 | | |

| Feature | Concurrent Seats | Peak Date |
|---|---|---|
| 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 |



GENESYS

**Spotlight Genesys Feature Report**

| | | | |
|---|---|---|---|
| **For :** | **08/03/2018** | **to:** | **18/03/2018** |
| **System :** | **DEMOSRV / Environment** | | |
| **Product:** | **CIM Platform** | | |
| **Peak Usage:** | **3** | **08/03/2018 00:00** | |
| **Requested :** | 08/03/2018 | | |

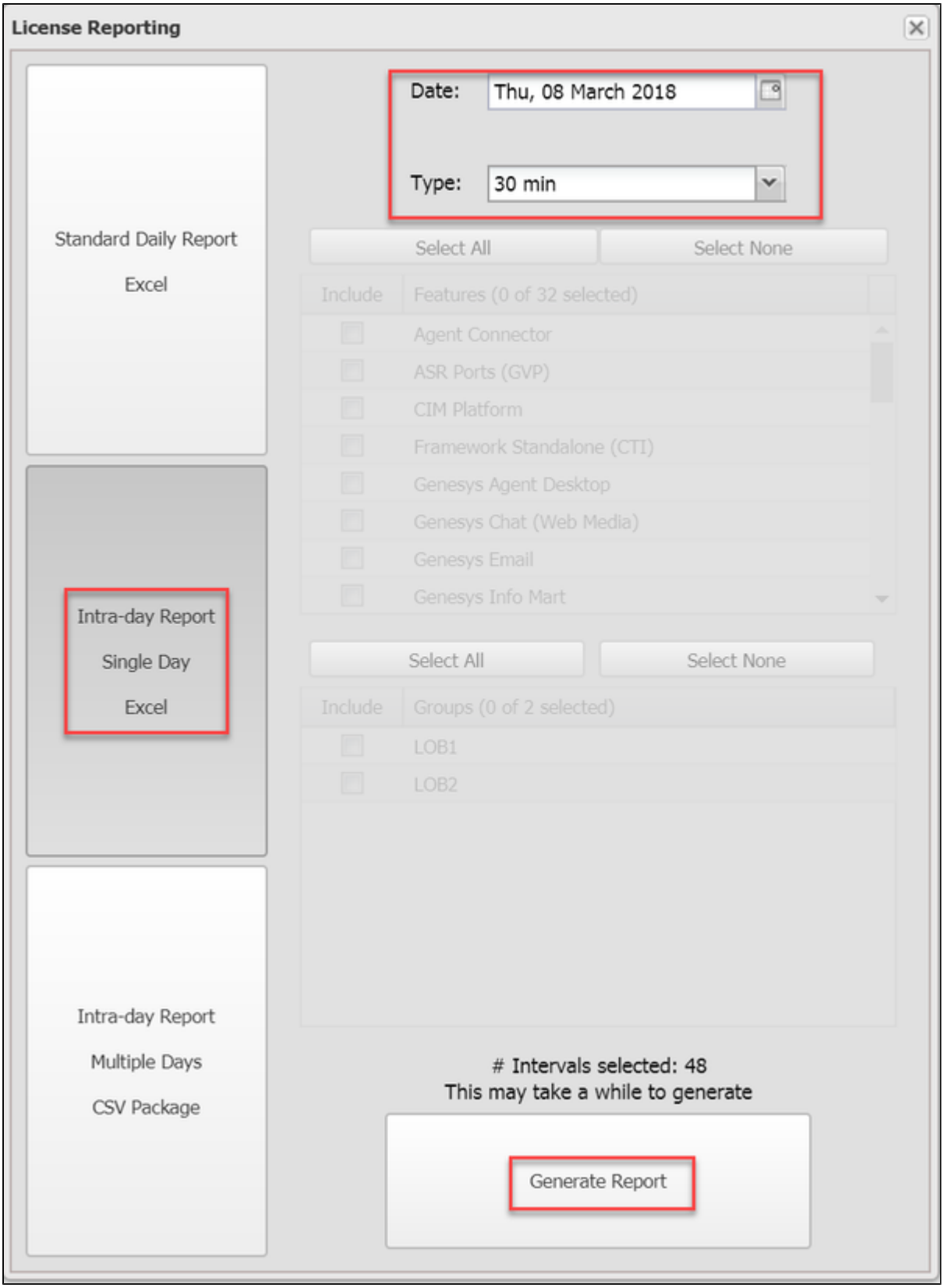
| | Concurrent Seats | Peak Usage |
|---|---|---|
| 08/03/2018 00:00 | **3** | 08/03/2018 00:00 |
| 09/03/2018 00:00 | **4** | 09/03/2018 00:00 |
| 10/03/2018 00:00 | **10** | 10/03/2018 00:00 |
| 11/03/2018 00:00 | **6** | 11/03/2018 00:00 |
| 12/03/2018 00:00 | **7** | 12/03/2018 00:00 |
| 13/03/2018 00:00 | **8** | 13/03/2018 00:00 |
| 14/03/2018 00:00 | **9** | 14/03/2018 00:00 |
| 15/03/2018 00:00 | **14** | 15/03/2018 00:00 |
| 16/03/2018 00:00 | **11** | 16/03/2018 00:00 |
| 17/03/2018 00:00 | **12** | 17/03/2018 00:00 |
| 18/03/2018 00:00 | **4** | 18/03/2018 00:00 |



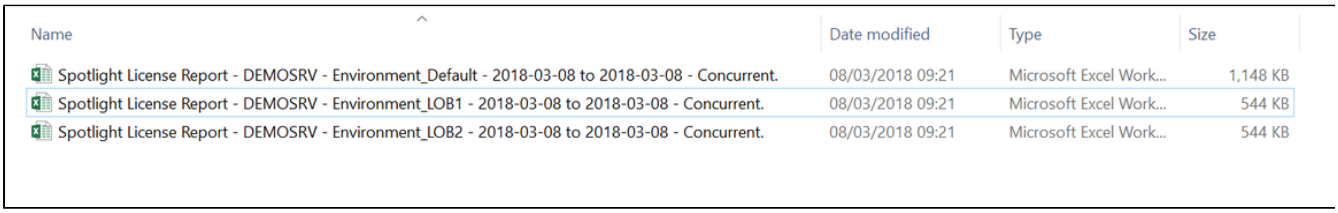
### Intra-Day Report Single Day

- 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.




If License Groups are not used, a single Excel Report will be generated. If License Groups are used, a zip file will 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

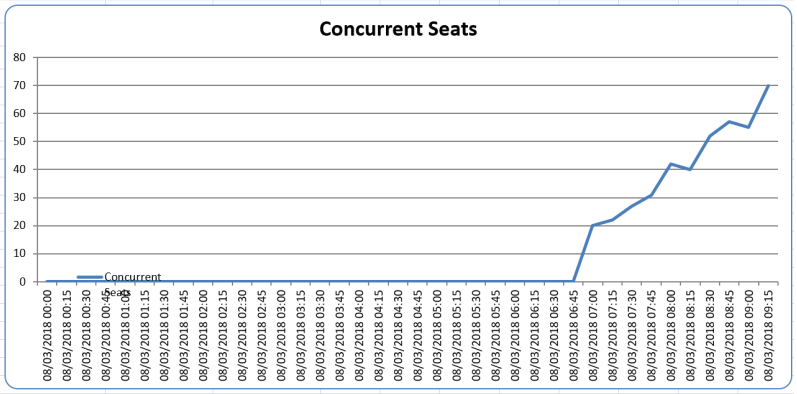
| | | | |
|---|---|---|---|
| **For :** | **08/03/2018** | **to:** | **08/03/2018** |
| **System :** | **DEMOSRV / Environment** | | |
| **Requested :** | 08/03/2018 | | |

| Feature | Concurrent Seats | Peak Date |
|---|---|---|
| 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 |

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 | | |

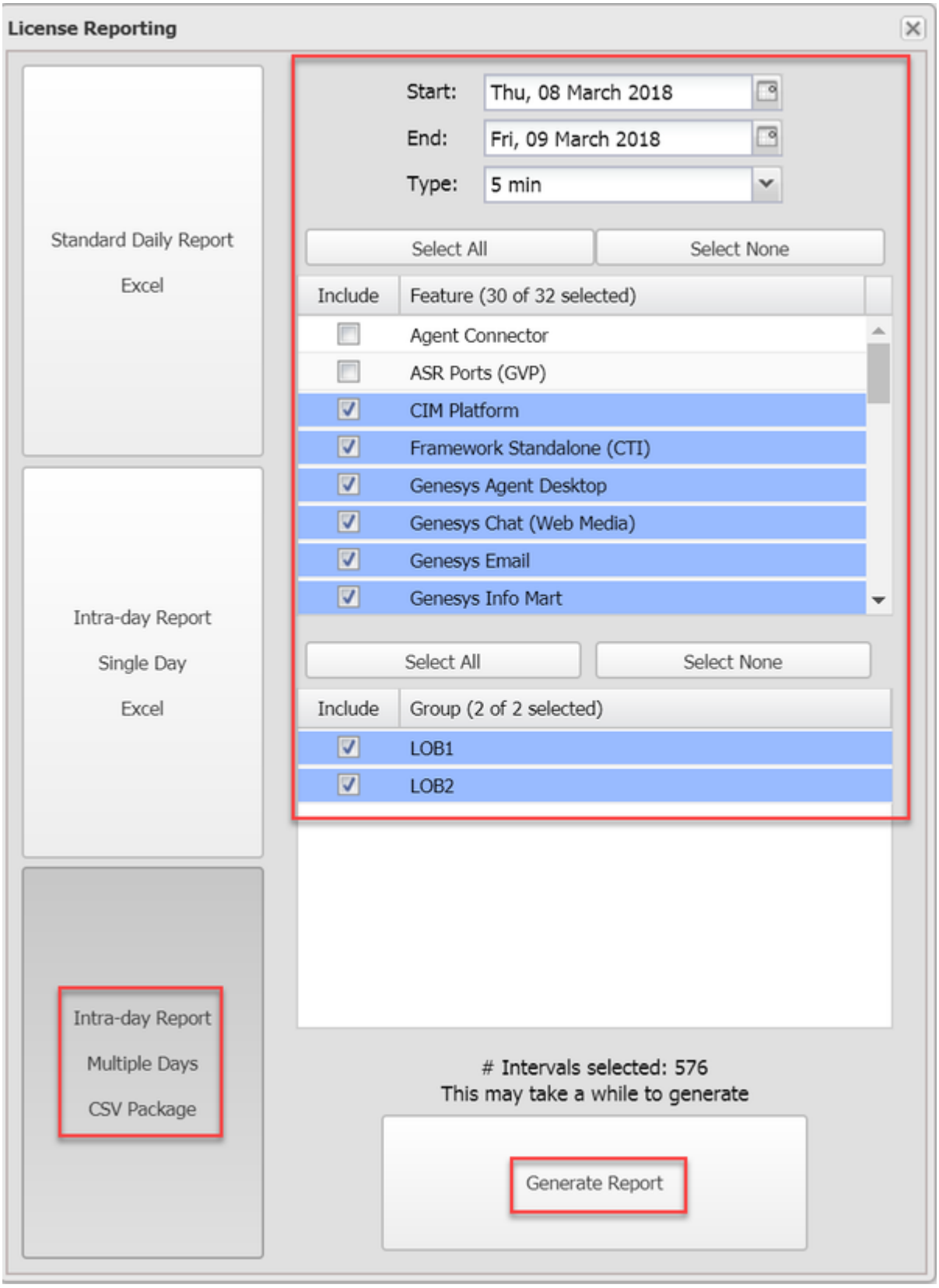



| | Concurrent Seats | Peak Usage |
|---|---|---|
| 08/03/2018 00:00 | 0 | 08/03/2018 00:00 |
| 08/03/2018 00:15 | 0 | 08/03/2018 00:15 |
| 08/03/2018 00:30 | 0 | 08/03/2018 00:30 |
| 08/03/2018 00:45 | 0 | 08/03/2018 00:45 |
| 08/03/2018 01:00 | 0 | 08/03/2018 01:00 |
| 08/03/2018 01:15 | 0 | 08/03/2018 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 |

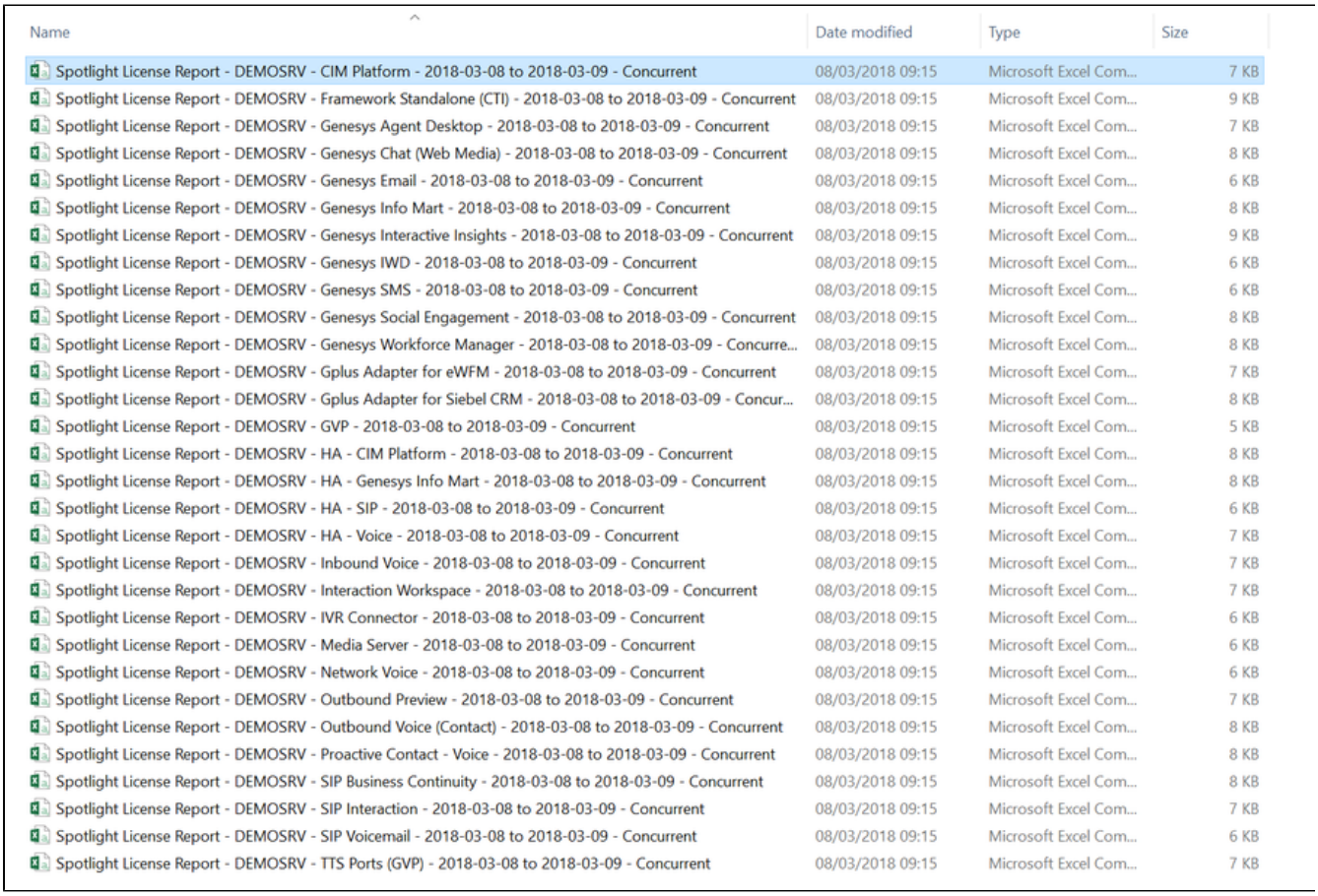
### Intra-Day Daily Report Multiple Days

- 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.




A zip file will 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 - Concurre... | 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 - Concur... | 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 |

## 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. Third Party Work items are any that are **not** email, chat, rss, facebook, twitter, sms | Maximum logged-in agents with associated endpoint is type=media, open-media, **not** email, chat, rss, facebook, twitter, sms |
| 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 | Maximum logged-in agents with associated endpoint is type=media, open-media, is 'facebook', 'twitter' or 'rss' |
| HA - Voice | Count of defined seats in Spotlight 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 must be associated with an active agent Place object<br><br>Multiple DNs associated with a single agent place must just be counted as one enabled seat. | 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 | Agents defined in Spotlight associated with a Tserver application (type=1) with redundancy_type <> 1 associated with a switch type 72.<br><br>Multiple DNs associated with a single agent place must just be counted as one enabled seat. | Maximum logged-in agents associated with a Tserver application (type=1) with redundancy_type <> 1 associated with a switch type 72. |

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| CIM Platform | Count of defined seats in Spotlight. Seats are of DN type 1,2 (ACDPos, Extension) and must be associated with an active agent Place object and DN must not exist in IVRPortCME.<br><br>The above works for “voice” only environments but does not count any non-voice interactions. These can be determined by looking at the unique PlaceID logins over the span of the measurement period. Use the LOGIN table and count the distinct Places over the 24 hour period (similar to counting the email, chat, SMS etc Places but without the filter for type) | Max logged-in agents associated with DN not type 7 (GVP) and DN must not exist in IVRPortCME. |
| 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 WFM | The Gplus application (type 23 in the Spotlight ApplicationCME table) has an Option section genesys.agentGroups. The opt field has either the name of an agent group or *.<br><br>If * that means all the enabled configured agents.<br><br>If a name the value field is relevant; if value=exclude it means don’t count the agents in the group; otherwise count the agents in the group.<br><br>There may be multiple records in AppOptionCME as there can be multiple groups defined in the genesys.agentGroupssection.<br><br>Having found all the records count up the distinct agents in the agentGroups. | 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 |

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| 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 |
| SIP Qualification Parking | N/A | no longer directly sold, but lots of this out there. It's MCP without advanced GVP features. Was named Media Server.<br><br>Must be targeted at MCPs that are not serving vXML, ASR, TTS, or advanced features |
| HA SIP Qualification Parking | N/A | Match SIP Qualification Parking |
| SIP Communication | Count of defined seats with associated switch type 72 (SIP Switch). Seats are of DN type 1,2 (ACDPos, Extension) and must **NOT** be associated with an active agent Place object. So like Inbound Voice but with specific switch type and not associated with a place | In ApplicationCME what applications exist with type=15 (URS)? Do any link to an application with type 8 (DAP)? If no count is zero. If yes count is max logged in agents.<br><br>Link is via AppServerCME<br><br>ApplicationCME.dbid -> AppServerCME.app_server_dbid -> ApplicationCME |

## 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 statserver used by SAM. All the T-Servers, SIP Servers and Interaction Servers in the estate must be connected to the statserver 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 statserver used by SAM. Check the Spotlight server has network access to the statserver

- If agent-based figures suddenly drop, cheek the statserver 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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