



License Reporting Manager 8.1

# **Physical Data Model for a Microsoft SQL Database**

**The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.**

Copyright © 2006–2013 Genesys Telecommunications Laboratories, Inc. All rights reserved.

## **About Genesys**

Genesys is the world's leading provider of customer service and contact center software — with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multichannel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to <http://www.genesyslab.com> for more information.

Each product has its own documentation for online viewing at the Genesys Customer Care website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

## **Notice**

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

## **Your Responsibility for Your System's Security**

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

## **Trademarks**

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders.

The Crystal monospace font is used by permission of Software Renovation Corporation, [www.SoftwareRenovation.com](http://www.SoftwareRenovation.com).

## **HYW b]WJ`Gi ddcfhifrom VARs**

If you have purchased support from a value-added reseller (VAR), please contact the VAR for Customer Care.

## **HYW b]WJ`Gi ddcfhZom Genesys**

If you have purchased support directly from Genesys, please contact Genesys Customer Care. Before contacting Customer Care, please refer to the [Genesys Care Program Guide](#) for complete contact information and procedures.

## **Ordering and Licensing Information**

Complete information on ordering and licensing Genesys products can be found in the [Genesys Licensing Guide](#).

## **Released By**

Genesys Telecommunications Laboratories, Inc. [www.genesyslab.com](http://www.genesyslab.com)

**Document Version:** 811rm\_ad\_pdm\_mssql\_08-2013\_v8.1.201.00

# Table of Contents

- Preface ..... 4**
  - About License Reporting Manager ..... 4
  - Intended Audience ..... 4
  - Document Conventions ..... 4
  - Related Resources ..... 5
  - Making Comments on This Document ..... 6
  - Contacting Genesys Customer Care ..... 6
  - Document Change History ..... 6
- Chapter 1: License Reporting Manager Overview ..... 7**
  - New in This Release ..... 7
- Chapter 2: LRM Schema ..... 8**
  - LRM Schema Diagram ..... 8
  - Table LRM\_CONCURRENT\_Group Usage ..... 8
  - Table LRM\_CONCURRENT\_SEAT ..... 9
  - Table LRM\_ENABLED\_GROUP\_SUMMARY ..... 11

## Preface

Welcome to the *License Reporting Manager 8.1 Physical Data Model for a Microsoft SQL Database*. This document describes the table(s) that make up the License Reporting Manager schema(s).

This document is valid only for the 8.1 release(s) of this product.

**Note:** For versions of this document that have been created for other releases of this product, visit the Genesys Customer Care website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

This preface contains the following sections:

- [About License Reporting Manager, page 4](#)
- [Intended Audience, page 4](#)
- [Document Conventions, page 4](#)
- [Related Resources, page 5](#)
- [Making Comments on This Document, page 6](#)
- [Contacting Genesys Technical Support, page 6](#)
- [Document Change History, page 6](#)

## About License Reporting Manager

License Reporting Manager (LRM) calculates and stores usage data for licensed Genesys products and user-defined bundles, for the purpose of providing Hosted Service Providers with billing data and management reports.

## Intended Audience

This document is intended for those who install the LRM software and those who run the usage report. It is also intended for IT reporting specialists, business-intelligence team members, and data-warehousing team members who want to understand how they can use the information that is collected to create reports that support informed business decisions. This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).

## Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

## Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. The following is a sample version number:

81lrm\_ad\_pdm\_mssql\_03-2013\_v8.1.101.00

You will need this number when you are talking with Genesys Customer Care about this document.

## Abbreviations for Database Terms

The following abbreviations characterize fields throughout this document, to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the LRM gathers data:

- P, for primary key
- M, for mandatory field
- F, for foreign key
- DV, for default value

Abbreviations for index characterizations include the following:

- U, for unique
- C, for cluster

## Related Resources

LRM uses source data from several Genesys products. For this reason, Genesys strongly recommends that you read the following documentation in order to better understand the data that is presented in the LRM:

- *License Reporting Manager 8.1 Deployment Guide*
- *License Reporting Manager 8.1 User's Guide*
- *License Reporting Manager Log Events 8.1 Help*
- *Genesys Master Glossary*, which ships on the Genesys Documentation Library DVD and provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms.
- Release Notes and Product Advisories for this product, which are available on the Genesys Customer Care website.

Genesys product documentation is available on the:

- Genesys Customer Care website at <http://genesyslab.com/support>.
- Genesys Documentation website at <http://docs.genesyslab.com/>.
- Genesys Documentation Library DVD and/or the Developer Documentation CD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

## Making Comments on This Document

If you especially like or dislike anything about this document, feel free to e-mail your comments to [Techpubs.webadmin@genesyslab.com](mailto:Techpubs.webadmin@genesyslab.com).

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Customer Care if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way that it believes appropriate, without incurring any obligation to you.

## Contacting Genesys Technical Support

If you have purchased support directly from Genesys, please contact [Genesys Customer Care](#).

Before contacting Customer Care, please refer to the [Genesys Care Program Guide](#) for complete contact information and procedures.

## Document Change History

This section lists topics that are new or that have changed significantly since the first release of this document.

### New in Document Version 8.1.201.00

The document has been updated to support LRM release 8.1.2. The following information has been added or changed since the previous release of this document:

- Two new tables that are accessible to customers, LRM\_CONCURRENT\_GROUP\_USAGE and LRM\_ENABLED\_GROUP\_SUMMARY have been added.

# Chapter 1: License Reporting Manager Overview

License Reporting Manager (LRM) data resides in a single database schema. This document describes only the database schema(s) and table(s) that are accessible to customers. The remaining tables are used by LRM for internal data processing. They store temporary data for calculation of license usage. The data is managed by LRM and should not be updated by outside sources.

## New in This Release

This section describes new or changed functionality that was introduced in LRM 8.1.x releases, starting with the most recent release.

### New in Release 8.1.2

The 8.1.2 release of LRM includes the following new features or changed functionality that are relevant to the content of this document:

- The LRM\_CONCURRENT\_GROUP\_USAGE and LRM\_ENABLED\_GROUP\_SUMMARY tables have been added to the database schema. They provide information that relates to Agent Group and Place Group usage.

### New in Release 8.1.1

The 8.1.1 release of LRM includes the following new features or changed functionality that are relevant to the content of this document:

- The physical data model has been simplified to a single database schema.
- The LRM\_CONCURRENT\_SEAT table is the only table accessible to the customer. It provides information that relates to the customer entitlement to use the Sellable Items.

For complete information about all the new features in LRM 8.1 releases, see the *License Reporting Manager 8.1 Deployment Guide*.

## Chapter 2: LRM Schema

The LRM\_CONCURRENT\_GROUP\_USAGE, LRM\_CONCURRENT\_SEAT, and LRM\_ENABLED\_GROUP\_SUMMARY tables are the only tables in the LRM schema that are accessible to customers. The schema also includes the following tables, which are used by LRM for internal data processing:

- LRM\_AGENT\_STATE
- LRM\_CAMPAIGN
- LRM\_ENABLED\_SEAT
- LRM\_JOURNAL
- LRM\_LOGIN\_SESSION
- LRM\_PROVIDER
- LRM\_SESSION\_ENDPOINT

## LRM Schema Diagram

LRM_CONCURRENT_SEAT	
LRM_ID	bigint
TENANTID	bigint
SELLABLEITEMTYPE	bigint
PEAKTIMESTAMP	datetime
SI_AMOUNT	bigint
REPORT_PARTITION	bigint
PROVISIONED_COUNT	bigint
PROVISIONED_DATE	datetime
GAP_FLAG	bigint
MINUTE_MAP	varbinary(max)
ENABLED_COUNT	bigint

LRM_ENABLED_GROUP_SUMMARY	
GroupID	bigint
GroupName	varchar(255)
GroupType	bigint
ENABLED_COUNT	bigint
REPORT_PARTITION	bigint
ENABLED_COUNT_MAP	varbinary(max)
Timestamp	datetime
LRM_ID	bigint

LRM_CONCURRENT_GROUP_USAGE	
GroupID	bigint
GroupName	varchar(255)
GroupType	bigint
SELLABLEITEMTYPE	bigint
PEAKTIMESTAMP	datetime
SI_AMOUNT	bigint
REPORT_PARTITION	bigint
MINUTE_MAP	varbinary(max)
ENABLED_COUNT	bigint
LRM_ID	bigint

## Table LRM\_CONCURRENT\_Group Usage

The LRM\_CONCURRENT\_GROUP\_USAGE table contains information about the peak-usage, and the peak-usage time occurred during a given day for a particular Sellable Item (concurrent seat) for Agent Groups and Place Groups.

**Column List**

Name	Data Type	P	M	F	Description
GroupID	bigint		X		The DBID of the Agent or Place.
GroupName	varchar(255)		X		The name of the Agent or Place.
GroupType	bigint		X		The group type to which this record belongs: 0 - Agent Group 1 - Place Group
SELLABLEITEMTYPE	bigint		X		The Sellable Item Type: 0 -Unknown 1 -Genesys Inbound Voice 2 -SIP Server 3 -Genesys Outbound Contact - MS 4 -Genesys E-Mail 5 -Genesys Web Media 6 -Third-Party Work Items 7 -Genesys CIM Platform - SS 8 -Genesys CIM Platform - MS 12 -Network Voice 13 -CTI (ClientCare legacy) 14 -WFM seat 15 -Skills-Based Routing (ClientCare legacy) 16 -Genesys Agent Desktop 17 -Genesys Supervisor Desktop 18 -Genesys Interaction Workspace 34 -High Availability 35 -Genesys Info Mart Server 36 -Genesys Interactive Insights 37 -Genesys Social Engagement
PEAKTIMESTAMP	datetime		X		The GMT-equivalent date and time that peak usage was registered.
SI_AMOUNT	bigint		X		The peak-usage amount for a specified Sellable Item at the time that is stored in the PEAKTIMESTAMP column.
REPORT_PARTITION	bigint		X		Defines the date of the LRM report as an integer value in the following format: <YYYYMMDD>.
MINUTE_MAP	varbinary(max)				Binary data used to store the detailed per-minute usage information for this day for this Sellable item.
ENABLED_COUNT	bigint		X		The number of enabled seats configured in the CME for on this day for this Agent or Place Group.
LRM_ID	bigint	X	X		The unique, automatically numbered record ID.

**Table LRM\_CONCURRENT\_SEAT**

The LRM\_CONCURRENT\_SEAT table contains information about the peak-usage, the peak-usage time occurred, and the enabled seat count, during a given day for a particular Sellable Item (concurrent seat).

**Column List**

Name	Data Type	P	M	F	Description
LRM_ID	bigint	X	X		The unique, automatically numbered record ID.

Name	Data Type	P	M	F	Description
TENANTID	bigint		X		The DBID of the Tenant to which this record belongs. If the value is 0 it means this record applies to the System.
SELLABLEITEMTYPE	bigint		X		The Sellable Item Type: 0 -Unknown 1 -Genesys Inbound Voice 2 -SIP Server 3 -Genesys Outbound Contact - MS 4 -Genesys E-Mail 5 -Genesys Web Media 6 -Third-Party Work Items 7 -Genesys CIM Platform - SS 8 -Genesys CIM Platform - MS 12 -Network Voice 13 -CTI (ClientCare legacy) 14 -WFM seat 15 -Skills-Based Routing (ClientCare legacy) 16 -Genesys Agent Desktop 17 -Genesys Supervisor Desktop 18 -Genesys Interaction Workspace 21 -Genesys Voice Platform ASR Ports 22 -Genesys Voice Platform TTS Ports 31 -Voicemail 32 -GVP Ports 33 -Call Qualification Parking 34 -High Availability 35 -Genesys Info Mart Server 36 -Genesys Interactive Insights 37 -Genesys Social Engagement 38 -IVR Connector 39 -Agent Connector 40 -QM Call Recording
PEAKTIMESTAMP	datetime		X		The GMT-equivalent date and time that concurrent peak usage was registered.
SI_AMOUNT	bigint		X		The peak-usage amount for a specified Sellable Item at the time that is stored in the PEAKTIMESTAMP column.
REPORT_PARTITION	bigint		X		Defines the date of the LRM report as an integer value in the following format: <YYYYMMDD>.
PROVISIONED_COUNT	bigint				The purchased license amount for a specified Sellable Item.
PROVISIONED_DATE	datetime				The date when the provisioned count came into effect. It is either the "valid-from" field in an entitlement file for the system-wide information, or the date used in the usage provisioning GAX screen.
GAP_FLAG	bigint				Is there a data source gap for this day for this Sellable Item.

Name	Data Type	P	M	F	Description
MINUTE_MAP	varbinary(max)				Binary data used to store the detailed per-minute usage information for this day for this Sellable Item.
ENABLED_COUNT	bigint				The number of enabled seats configured in the Configuration Layer for this Sellable Item on this day.

## Table LRM\_ENABLED\_GROUP\_SUMMARY

The LRM\_ENABLED\_GROUP\_SUMMARY table contains information about the enabled count information during a given day for Agent Groups and Place Groups.

### Column List

Name	Data Type	P	M	F	Description
GroupID	bigint		X		The DBID of the Agent or Place Group.
GroupName	varchar(255)		X		The name of the Agent or Place Group.
GroupType	bigint		X		The group type to which this record belongs: 0 - Agent Group 1 - Place Group
ENABLED_COUNT	bigint		X		The number of enabled seats configured in the CME for on this day for this Agent or Place Group.
REPORT_PARTITION	bigint		X		Defines the date of the LRM report as an integer value in the following format: <YYYYMMDD>.
ENABLED_COUNT_MAP	varbinary(max)				Binary data used to store the detailed per 10 minute usage information for this day for this Sellable item.
Timestamp	datetime		X		The GMT-equivalent date and time that maximum enabled count usage was registered during the day.
LRM_ID	bigint	X	X		The unique, automatically numbered record ID.