



License Reporting Manager 8.1

Physical Data Model for an Oracle Database

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Preface

Welcome to the *License Reporting Manager 8.1 Physical Data Model for an Oracle 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.

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 5](#)
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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_oracle_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.

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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.

New in Document Version 8.1.101.00

The document has been updated to support LRM release 8.1.1. The following information has been added or changed since the previous release of this document:

- All information about database schemas and tables that have been removed from the 8.1.1 LRM database has been deleted.
- The only table that is accessible to customers, LRM_CONCURRENT_SEAT, is the only table that is documented.

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.

New in Release 8.1.0

The 8.1.0 release of LRM includes the following new features or changed functionality that are relevant to the content of this document:

- A new table, LRM_PROVISIONED_COUNT, which contains the purchased usage amount for Sellable Items.
- A new column, PROVISIONED_COUNT, which contains the purchased usage amount for a specified Sellable Item, has been added to the LRM_CONCURRENT_SEAT2 table.
- The following new Sellable Items are added to SELLABLEITEMTYPE items:
 - Genesys Interaction Workspace
 - Genesys Voice Platform ASR Ports
 - Genesys Voice Platform TTS Ports
 - Third-party work 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

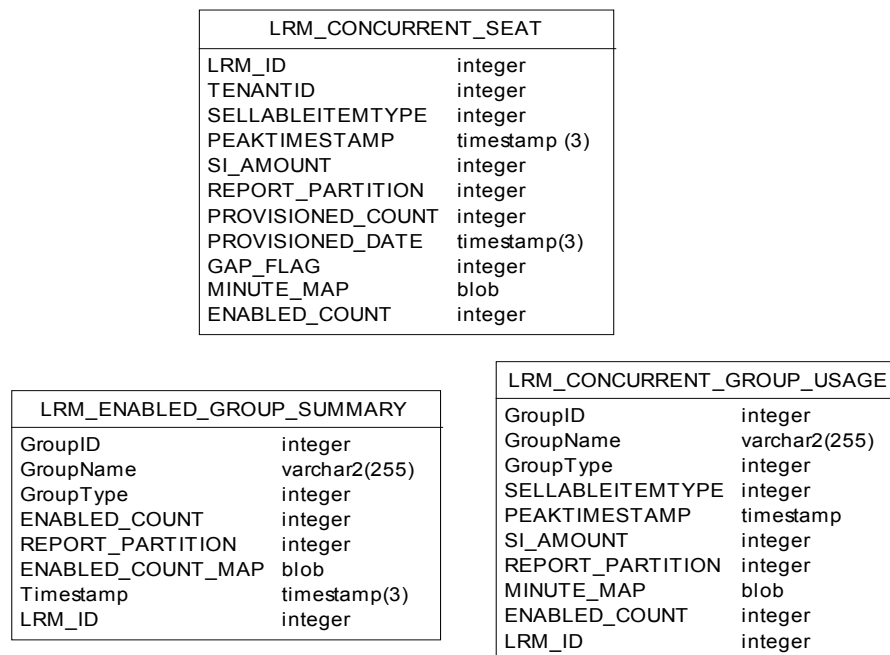


Table LRM_CONCURRENT_GROUP_USAGE

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	integer		X		The DBID of the Agent or Place Group.
GroupName	varchar2 (255)		X		The name of the Agent or Place Group.
GroupType	integer		X		The group type: 0 -Agent Group 1 -Place Group
SELLABLEITEMTYPE	integer		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	timestamp		X		The GMT-equivalent date and time that peak usage was registered.
SI_AMOUNT	integer		X		The peak-usage amount for a specified Sellable Item at the time that is stored in the PEAKTIMESTAMP column.
REPORT_PARTITION	integer		X		Defines the date of the LRM report as an integer value in the following format: <YYYYMMDD>.
MINUTE_MAP	blob				Binary data used to store the detailed per-minute usage information for this day for this Sellable item.
ENABLED_COUNT	integer				The number of enabled seats configured in the CME for on this day for this Agent or Place Group.
LRM_ID	integer	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	integer	X	X		The unique, automatically numbered record ID.
TENANTID	integer		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	integer		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	timestamp (3)		X		The GMT-equivalent date and time that concurrent peak usage was registered.
SI_AMOUNT	integer		X		The peak-usage amount for a specified Sellable Item at the time that is stored in the PEAKTIMESTAMP column.
REPORT_PARTITION	integer		X		Defines the date of the LRM report as an integer value in the following format: <YYYYMMDD>.
PROVISIONED_COUNT	integer				The purchased license amount for a specified Sellable Item.
PROVISIONED_DATE	timestamp (3)				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.

Name	Data Type	P	M	F	Description
GAP_FLAG	integer				Is there a data source gap for this day for this Sellable item
MINUTE_MAP	blob				Binary data used to store the detailed per-minute usage information for this day for this Sellable Item.
ENABLED_COUNT	integer				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	integer		X		The DBID of the Agent or Place Group.
GroupName	varchar2 (255)		X		The name of the Agent or Place Group.
GroupType	integer		X		The group type to which this record belongs: 0 -Agent Group 1 -Place Group
ENABLED_COUNT	integer		X		The number of enabled seats configured in the CME for on this day for this Agent or Place Group.
REPORT_PARTITION	integer		X		Defines the date of the LRM report as an integer value in the following format: <YYYYMMDD>.
ENABLED_COUNT_MAP	blob				Binary data used to store the detailed per 10 minute usage information for this day for this Sellable item.
Timestamp	timestamp (3)		X		The GMT-equivalent date and time that maximum enabled count usage was registered during the day.
LRM_ID	integer	X	X		The unique, automatically numbered record ID.

Index List

Table	Name	U
LRM_CONCURRENT_SEAT	LRMCONCSEAT_TENANTID_REPORTPART	