



License Reporting Manager 8.5

# **Physical Data Model for an Oracle Database**

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## Preface

Welcome to the *License Reporting Manager 8.5 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 8.5 release(s) of this product.

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

This preface contains the following sections:

- [About License Reporting Manager, page 4](#)
- [Intended Audience, page 4](#)
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## About License Reporting Manager

License Reporting Manager (LRM) measures and stores usage data for licensed Genesys products and user-defined bundles, providing Genesys users with license usage reports for compliance monitoring, and Hosted Service Providers with usage data that can be used for billing end customers.

## 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 8.5 Deployment Guide*
- *License Reporting Manager 8.5 Plug-in for GAX Help*
- *Framework 8.5 Combined Log Events 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 Documentation website.

Genesys product documentation is available on the:

- Genesys Customer Care website at <http://genesys.com/customer-care>.
- Genesys Documentation website at <http://docs.genesys.com/>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesys.com](mailto:orderman@genesys.com).

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## Document Change History

This section lists topics that are new or that have changed significantly since the 8.1.x release of this document.

### New in Document Version 8.5.001.00

The document has been updated to release 8.5.0.

# 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 8.5.x releases, starting with the most recent release.

### New in Release 8.5.0

The 8.5.0 release of LRM contains no new features or changed functionality that are relevant to the content of this document.

For complete information about all the new features in LRM 8.5 releases, see the *License Reporting Manager 8.5 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	integer
TENANTID	integer
SELLABLEITEMTYPE	integer
PEAKTIMESTAMP	timestamp (3)
SI_AMOUNT	integer
REPORT_PARTITION	integer
PROVISIONED_COUNT	integer
PROVISIONED_DATE	timestamp(3)
GAP_FLAG	integer
MINUTE_MAP	blob
ENABLED_COUNT	integer

LRM_ENABLED_GROUP_SUMMARY	
GroupID	integer
GroupName	varchar2(255)
GroupType	integer
ENABLED_COUNT	integer
REPORT_PARTITION	integer
ENABLED_COUNT_MAP	blob
Timestamp	timestamp(3)
LRM_ID	integer

LRM_CONCURRENT_GROUP_USAGE	
GroupID	integer
GroupName	varchar2(255)
GroupType	integer
SELLABLEITEMTYPE	integer
PEAKTIMESTAMP	timestamp
SI_AMOUNT	integer
REPORT_PARTITION	integer
MINUTE_MAP	blob
ENABLED_COUNT	integer
LRM_ID	integer

## 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.

Name	Data Type	P	M	F	Description
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.
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	