



License Consumption Report

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License Consumption Report

The License Consumption report displays the following for a specific interval:

- The total of the maximum agents logged in.
- The maximum number of the Enterprise agents logged in.
- The maximum number of the Unified CCE agents logged in.
- The maximum numbers of the Dialer ports and VRU ports consumed.

You can use the License Consumption report to view this data in a quarterhourly, halfhourly, daily, hourly, monthly, quarterly, and weekly format.

Query: This report data is built from a Store Procedure.

Views: This report has a grid view and a line chart view. The line chart view displays license usage for all the licensable items over time against a common scale.



Note The License Consumption report provides the Suppress Spike feature that enables you to suppress the steep spikes in the report. This report uses the standard 95 percentile algorithm to ensure that the unusually high spikes, which are beyond the 95 percentile range, are excluded. The report generated using the Suppress Spike feature is indicative only and should not be considered for determining the peak license consumption, for agent licensing purposes.

Grouping: There is no grouping supported for this report. It is sorted by date and time.

Value List: Frequency

Database Schema Tables from which Data is Retrieved: System_Capacity_Interval



Note While importing the License Consumption report, do the following:

- In the **Data Source for ReportDefinition** field, select **UCCE Historical**.
- In the **Datasource for ValueList** field, select **CUIC**.

Current Fields in License Consumption Grid View

The **Current** fields are the fields that appear by default in the grid view for this report.

The current fields are listed in the following table in the order (left to right) in which they appear by default in the report.

Column (Field)	Description
System Date Time	The date and time of the record of the selected row in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Max Agents Logged In	
Total Agents	The total of maximum Enterprise and Unified CCE agents logged in at the specified interval. Derived from: System_Capacity_Interval.MaxagentsLoggedin
Enterprise Agents	The maximum number of the Enterprise agents logged in at the specified interval. Derived from the formula: (System_Capacity_Interval.MaxAgentsLoggedin) - (System_Capacity_Interval.FutureUseInt1)
ICM Agents	The maximum number of the ICM agents logged in at the specified interval. Derived from: System_Capacity_Interval.FutureUseInt1
Column (Field)	Description
Max VRU Ports Consumed	The maximum number of the VRU ports used at the specified interval. Derived from: System_Capacity_Interval.maxvruports
Max Dialer Ports Consumed	The maximum number of the Dialer ports used at the specified interval. Derived from: System_Capacity_Interval.MaxDialerPorts

Report Summary: The summary line displays the maximum value in the corresponding column for each licensable item.