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.MaxICMAgents)
Unified CCE Agents	The maximum number of the Unified CCE agents logged in at the specified interval. Derived from: System_Capacity_Interval.MaxICMAgents
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.FutureUseInt2

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

License Consumption Graph View

The License Consumption Graph view displays license usage for all the licensable items over time against a common scale.

The Current fields are the fields that appear by default in the line chart view for this report.

The current fields are listed in the following table:

Columns (Fields)	Description
Licensable Items	Licensable items on the Y axis. The graph shows the maximum number of agents, such as ICM Agents, Enterprise Agents, or Total Agents logged in, and Maximum Dialer Ports Consumed and Maximum VRU Ports Consumed.
System Date and Time	The system date and time on the X axis.

Flex License Consumption View

The Flex License Consumption view shows Flex Premium and Flex Standard license usage. The view can be filtered in the intervals of QuarterHourly, HalfHourly, Hourly, Daily, Weekly, Monthly, and Quarterly.

Fields in the Flex License Consumption View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order in which they appear in the stock template.

Columns (Fields)	Description
System Date Time	The system date and time.
Flex Premium Agents	The maximum number of Premium Agents logged in.
Flex Std Agents	The maximum number of Standard Agents logged in.
Max VRU Ports Consumed	The maximum number of VRU ports consumed.

Perpetual License Consumption View

The Perpetual License Consumption view shows the Perpetual license usage. The view can be filtered in the intervals of QuarterHourly, HalfHourly, Hourly, Daily, Weekly, Monthly, and Quarterly.

Fields in the Perpetual License Consumption View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order in which they appear in the stock template.

Columns (Fields)	Description
System Date Time	The system date and time.
Perpetual Premium Agents	The maximum number of Perpetual Premium Agents logged in.
Max Dialer Ports Consumed	The maximum number of Dialer ports consumed.
Max VRU Ports Consumed	The maximum number of VRU ports consumed.