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Genesys Administrator Extension Help

Generating On-Demand Reports


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Generating On-Demand Reports

License Reporting in Genesys Administrator Extension generates two types of reports:

- Tenant Report — For one or more selected tenants
- System Report — An aggregated report on the entire system. Note: This is not the same as adding all of the tenants in the system together.

Each report includes the current date and time, so that you know when you last ran the report. Each time that a report is generated, this information is updated.

 **Note:** Before you generate any reports, you should configure the Business Week Start option and other formatting options under Preferences in the header.

Generating a Tenant Report

1. In the header, go to Reports > License Reporting > Concurrent Seats. The Filters screen is displayed. This is where you define the parameters of the report.
2. Click in the Start Date field to open a calendar control from which you can select a starting date for the report.
3. Click in the End Date field to open a calendar control from which you can select an ending date for the report.
4. Select the granularity for the report from the Granularity drop-down list.

Important

If you select Week or Month, the dates that are selected in the Start Date and End Date fields are normalized.

5. Select the Tenant type for the report from the Type drop-down list:
 - System — Generates a report on all license utilizations at the system level.
 - Tenant — Generates a license-utilization report for the selected tenant(s).
 - a. In the Tenants field, click Add. The Tenants panel is displayed to the right.
 - b. Click the check box that is displayed beside each tenant for which you want to generate a report.

Important

If you do not select any tenants, the report will be generated for all tenants.

3. Click Generate to generate the Tenant Report. The report is displayed in the panel that is displayed on the right.

Generating a System Report

You must be a Service Provider Administrator to generate a System Report.

1. In the header, go to Reports > License Reporting > Concurrent Seats. The Filters screen is displayed. This is where you define the parameters of the report.
2. Click in the Start Date field to open a calendar control from which you can select a starting date for the report.
3. Click in the End Date field to open a calendar control from which you can select an ending date for the report.
4. Select the granularity for the report from the Granularity drop-down list.

Important

If you select Week or Month, the dates that are selected in the Start Date and End Date fields will be normalized.

5. Select the System type for the report from the Type drop-down list:
 - System — Generates a report on all license utilizations at the system level.
 - Tenant — Generates a license-utilization report for the selected tenant(s).
6. Click Generate to generate the System Report. The report is displayed in the panel that is displayed to the right.