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User's Guide

Predefined and User-Defined Bundles

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Predefined and User-Defined Bundles

Overview

Predefined Bundles

A predefined bundle is a group of standard Genesys-sellable items that are configured and named for you for resale as a single feature to your customer. The predefined bundle appears as a single item in the license-usage measurement data that is accessed for billing and other tenant reports.

User-Defined Bundles

A user-defined bundle is a group of standard Genesys-sellable items that you configure and name for resale as a single feature to your customers. The user-defined bundle appears as a single item in the license usage measurement data that is accessed for billing and other tenant reports. You have the option of creating the bundle definition file manually and importing it into LRM. Each of the user-defined bundles has an ID, name, description, and definition in terms of included and excluded sellable items.

Bundle Set

Bundle Set

A bundle set is a set of related bundles that are managed as a group. Each bundle set has an ID, name, description, issue date (the date that the set was created), valid from date, valid to date, and a list of bundles within that set. The ID of the bundle set and the ID of the bundles must be unique, must be numeric and must be greater than or equal to 10000.

The bundle set is considered active, if the requested reporting date belongs to the date interval that is defined in this set (the `valid_from` date to the `valid_to` date). You may have many active bundle sets during the reporting period, and it is possible for the bundle sets to overlap. If there is more than one active bundle set, then LRM uses the bundle set where the `issue-date` is the latest date.

Logical Expression

Logical Expression for a User-defined Bundle

The logical expression for a user-defined bundle takes the form of two lists—the Include list and the Exclude list. LRM reports a seat as using a license for a given bundle type, if at least one of the license types in the Include list is used during the login session and none of the license types in the Exclude list is used during the login session. The bundle definitions can be represented as two linked tables: Included Sellable Items and Excluded Sellable Items.

Included Sellable Items

Bundle GUID	Bundle name	SI-1 included	SI-2 included	...	...	SI-40 included
Id-1	B1	0	1	...	...	0
Id-2	...			...	...	
Id-3	Bn	1	1	...	...	1

Excluded Sellable Items

Bundle GUID	SI-1 excluded	SI-2 excluded	...	...	SI-40 excluded
Id-1	0	1	...	...	0
Id-2			...	...	
Id-3	1	1	...	...	1

When a sellable item is included in a bundle, the corresponding field in the Included Sellable Items table has the value of 1. If a sellable item is not included in a bundle, it has the value of 0. When a sellable item is excluded from a bundle, the corresponding field in the Excluded Sellable Items table has the value of 1. If a sellable item is not excluded, it has the value of 0. Note the difference between a bundle being excluded and not included.

Logical Expression Example

Logical Expression Example

Suppose you decided to define four bundles into the following:

- Bundle 1—Advanced Voice:
 - Includes:

- Agent Desktop
- Outbound Contact
- Third-party work items
- Excludes:
 - E-mail
 - GVP Speech
- Bundle 2—E-mail:
 - Includes:
 - E-mail
 - Excludes:
 - Outbound Contact
 - Third-party work items
 - GVP Speech
 - Web Media
- Bundle 3—AutoContact:
 - Includes:
 - GVP Speech
 - Excludes:
 - Outbound Contact
 - Third-party work items
 - E-mail
 - Web Media
- Bundle 4—Advanced Plus:
 - Includes:
 - Outbound Contact
 - Third-party work items
 - E-mail
 - Web Media
 - GVP Speech

The following linked sellable items tables show the contents of these four bundles and demonstrate which sellable items are included and excluded:

Included Sellable Items

Bundle name	Genesys CIM	SIP Server	Desktop	Outbound	Third-party	E-mail	GVP	Web
Advanced	0	0	1	1	1	0	0	0
E-mail	0	0	0	0	0	1	0	0
AutoContact	0	0	0	0	0	0	1	0
Advanced Plus	0	0	0	1	1	1	1	1

Excluded Sellable Items

Bundle name	Genesys CIM	SIP Server	Desktop	Outbound	Third-party	E-mail	GVP	Web
Advanced	0	0	0	0	0	1	1	1
E-mail	0	0	0	1	1	0	1	1
AutoContact	0	0	0	1	1	1	0	1
Advanced Plus	0	0	0	0	0	0	0	0

Calculating Seats

Calculating Seats

Bundle usage is calculated in the same way that concurrent sellable item usage is calculated.

To calculate the value of any user-defined bundle, the LRM shell script calculates all Genesys-sellable items that make up that particular bundle. Then, LRM applies the bundle definition to comply with the include and exclude rules.

For example, by using the E-mail user-defined bundle in the Logical Expression Example:

- For each one minute interval, LRM calculates the sellable item Genesys E-mail for every corrected seat.
- If the seat has a sellable item type of Genesys E-mail, LRM checks to confirm this seat does not have: Genesys Outbound, third-party work items, GVP or Web items.
- If all conditions are true, the minute for this seat is stored for bundle calculation. If just one condition is false, the value for this one minute is zero (0).

- This procedure is applied to all other seats for this minute interval and the total number of satisfied seats for this minute is stored by LRM. This process continues for the entire reporting interval and the maximum value with corresponding timestamps are stored as the value of the E-mail user-defined bundle.