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User's Guide

Processing of Concurrent Seats

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Processing of Concurrent Seats

This section describes how concurrent seats are calculated based on sellable items.

Agent Connector

License Reporting Manager measures and generates usage reports for Agent Connector. An Agent Connector seat is a physical seat occupied by a person who is not using a Genesys Agent Desktop, Genesys Supervisor Desktop, or Interaction Workspace for the log-in.

Use is measured from the time the person logs in until the time the person logs out. If the seat has an associated place, usage is based on the place. If the seat does not have a place, usage is based on the person's voice session.

Call Qualification Parking

License Reporting Manager measures and generates usage reports for simultaneous sessions using Genesys Media Server providing the following services:

- Video on hold
- DTMF digit collection
- Prompts and Announcements
- Audio streaming on hold

License Reporting Manager determines the number of simultaneous Media Server ports in use providing one of the above services and the associated time stamps that have a resolution of one minute or less. The calculation indicates the maximum number of Media Server ports simultaneously in use within a given reporting interval, and the date and time the maximum use occurred. If the maximum number of simultaneous resources used of a given type occurs on more than one occasion, LRM reports the date and time of the latest occasion on which the maximum count was reached.

Chat Media Type for Interaction Server

A Genesys Web Media seat is a physical seat that is occupied by a person who is configured as an Agent, logged into Interaction Server, and associated with a media channel of type chat.

Use of a Genesys Web Media seat is measured from the time the Agent logs in until the time the Agent logs out. If an Agent logs in to Interactions Server using other media, but the Agent added chat media later during a login session, the entire duration of the login session are counted as consuming a Genesys Web Media seat license. Use is based on the Place from which the Agent logs in.

The calculation of Genesys Web Media Concurrent seats includes the use of a Genesys Web Media seat. The calculation provides the maximum number of Genesys Web Media seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Computer Telephony Integration Contact-Center Legacy

A Computer Telephony Integration (CTI) seat refers to a physical seat that is occupied by an Agent who is logged in to a T-Server, SIP Server or Interaction Server in a tenant for which at least one tenant-specific instance (in other words, has only this tenant in the tenant list) of Universal Routing Server (URS) is configured with a connection to a database access point (DAP).

LRM provides a report of a CTI seat that is based on the presence of a DAP connection and applies to all of the logged in seats in a given tenant. The report does not depend on whether database queries were actually performed in the process of routing calls to a given seat.

Use is measured from the time the person logs in until the time the person logs out. If the DN from which the Agent logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, use is based on the DN from which the Agent logs in. A login is counted as using a license even if the Agent who logs in is not configured in Configuration Database.

If a URS with a DAP connection is associated with multiple tenants, LRM does not report any usage of CTI seat licenses associated with that URS instance.

If a tenant has multiple URS instances with DAP connections, LRM reports one CTI seat license per logged-in seat.

The calculation of CTI Concurrent seats includes any use of a CTI seat that indicates the maximum number of CTI seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

E-Mail Media Type for Interaction Server

A Genesys E-Mail seat is a physical seat that is occupied by a person who is configured as an Agent, logged in to Interaction Server, and associated with a media channel of type email.

Use of a Genesys E-Mail seat is measured from the time the Agent logs in until the time the Agent logs out. If an Agent logs in to an e-mail media channel at any time during a login session, the entire duration of the login session are counted as consuming a Genesys E-Mail seat license. Use is based on the Place from which the Agent logs in.

The calculation of Genesys E-Mail Concurrent seats includes any use of a Genesys E-Mail seat that indicates the maximum number of Genesys E-Mail seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Genesys Agent Desktop and Genesys Supervisor Desktop

License Reporting Manager measures and generates usage reports for Genesys Agent Desktop and Genesys Supervisor Desktop.

A Genesys Agent Desktop seat is a physical seat that is occupied by a person who is configured as an Agent and logged in to a T-Server, SIP Server or Interaction Server through Genesys Agent Desktop. A Genesys Supervisor Desktop seat is a physical seat that is occupied by a person who is configured as a Supervisor and logged in to a T-Server, SIP Server or Interaction Server through Genesys Supervisor Desktop.

Genesys Agent Desktop and Genesys Supervisor Desktop sellable items are associated with a Place.

If a login session from a particular Place has a special Reason Code, this Place is calculated as a Genesys Desktop item.

If two different Genesys applications login to the same Place (in other words, one application initiates an Open Media session and the other application initiates a voice session), the two applications are calculated as one Genesys Desktop sellable item because both applications are logged into and are using the same Place.

Genesys CIM Platform - Single-Site and Multi-Site

A CIM Platform has two kinds of seats: Single-Site (SS) seat and Multi-Site (MS) Concurrent seat. Each is a physical seat that is occupied by a person who is logged in to a T-Server, SIP Server, or Interaction Server in a location that is defined as SS for Single-Site or MS for Multi-Site in the Genesys Entitlement File. Use is measured from the time the person logs in until the time the person logs out. If the DN from which the Agent logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, use is based on the DN from which the Agent logs in.

For the CIM Platform - MS or SS Concurrent seats, LRM provides a report that shows the maximum number seats (MS or SS) simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

LRM determines if the site is defined as Single-Site or Multi-Site by examining data in the entitlement tables (which contain(s) the data from the Entitlement File). When the site has been defined as SS or MS, all of the login sessions from the preselected set are calculated as a Genesys CIM Platform - SS or MS sellable items.

Genesys Inbound Voice

A Genesys Inbound Voice seat is a physical seat whose occupant is logged in to any T-Server other than SIP Server. Use of a Genesys Inbound Voice seat is measured from the time the Agent logs in until the time the Agent logs out. If the DN from which the Agent logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, use is based on the DN from which the Agent logs in. A login is counted as using a license even if the Agent who logs in is not configured in Configuration Database.

The calculation of Genesys Inbound Voice concurrent seats includes any use of a Genesys Inbound Voice seat that indicates the maximum number of Genesys Inbound Voice seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Because SIP Server and T-Server have the same application type in Configuration Database, to distinguish between the two different server types LRM uses the switch type information where the login occurred.

Genesys Info Mart

A Genesys Info Mart seat is a physical seat occupied by a person who is configured as an Agent and logged in to a Genesys deployment where at least one instance of the Genesys Info Mart application is configured. Use is measured from the time the person logs in until the time the person logs out. If the seat has an associated place, usage is based on the place. If the seat does not have a place, usage is based on the person's voice session.

Genesys Interaction Workspace

A Genesys Interaction Workspace seat is a physical seat that is occupied by a person who is configured as an Agent and logged in to a T-Server, SIP Server or Interaction Server through Interaction Workspace. Use is measured from the time the person logs in until the time the person logs out. If the seat has an associated place, usage is based on the place. If the seat does not have a place, usage is based on the person's voice session.

Genesys Interactive Insights

A Genesys Info Mart seat is a physical seat that is occupied by a person who is configured as an Agent and logged in, in a Genesys deployment where at least one instance of the Genesys Info Mart application is configured and Interactive Insights is defined in the Entitlement File.

Use is measured from the time the person logs in until the time the person logs out. If the seat has an associated place, usage is based on the place. If the seat does not have a place, usage is based on the person's voice session.

Genesys Network Voice

A Genesys Network Voice seat is a physical seat that is occupied by an Agent who is configured as an Agent and logged into a T-Server other than SIP Server, on a system that has one or more (non-SIP) Network T-Servers configured. Use of a Genesys Network Voice seat is measured from the time the Agent logs in until the time the Agent logs out. If the DN from which the Agent logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, use is based on the DN from which the Agent logs in.

Limitation

There is no reliable way to determine a Network Switch or a Network T-Server. However, it is possible to configure the Network Switch as a Voice switch in Configuration Database. You can also enable LRM to count Genesys Network Voice sellable items by setting the LRM lrm-network-switch option to true. Refer to the License Reporting Manager 8.1 Deployment Guide for more information about how to configure this option.

Genesys Outbound Contact - Multi-Site

A Genesys Outbound Contact - Multi-Site (MS) seat is a physical seat a person logs into a Genesys T-Server, where at least one of the following conditions is true:

- The person who logs in is an Agent who is a member of an Agent Group that is associated with at least one Outbound Contact Service Campaign Group that was loaded during this login session.
- The Place the login occurs is a member of a Place Group that is associated with at least one Outbound Contact Service Campaign Group that was loaded during this login session.

And a site type that is defined as MS (Multi-Site) in the Genesys Entitlement File.

Use of a Genesys Outbound Contact - MS seat is measured from the time the person logs in until the time the person logs out, regardless of when the Campaign Group was loaded or unloaded.

Note: If the DN from which the person logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, LRM does not report usage of an Outbound Contact - MS seat license, because OCS does not deliver calls to that DN.

The calculation of Genesys Outbound Contact - MS Concurrent seats includes any use of a Genesys Outbound Contact - MS seat that shows the maximum number of Genesys Outbound Contact - MS seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Genesys SIP Server

A SIP Server seat is a physical seat whose occupant is logged in to SIP Server. Use of a SIP Server seat is measured from the time the Agent logs in until the time the Agent logs out. If the DN from which the Agent logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, use is based on the DN from which the Agent logs in. A login is counted as using a license even if the Agent who logs in is not configured in Configuration Database.

The calculation of SIP Server Concurrent seats includes any use of a SIP Server seat that indicates the maximum number of SIP Server seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Genesys Social Media

A Genesys Social Media seat is a physical seat occupied by a person who is configured as an Agent logged in to Interaction Server and associated with a media channel of type other than email, chat, or voice and the sub-type of the login is facebook, twitter, or rss.

Use is measured from the time the person logs in until the time the person logs out. If an agent logs into a media channel other than email, chat, or voice with a subtype of facebook, twitter, or rss at any time during a login session, the entire duration of the login session is counted as consuming a Genesys Social Media seat license.

The Genesys Social Media seat usage is based on the place the agent logs in. One Genesys Social Media seat license is required for each Genesys Social Media in each place, regardless of the number of media types supported by each system.

The calculation of Genesys Social Media seats includes any use of a Genesys Social Media seat indicates the maximum number of Genesys Social Media seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Genesys Workforce Management

A Workforce Management seat is a physical seat that is occupied by a person who is logged in to a T-Server, SIP Server, or Interaction Server where WFM Data Aggregator is configured with a connection to a Stat Server that is associated with the person's tenant. When these conditions are met, LRM treats all logins within the tenant as utilizing a Workforce Management seat license, regardless of the identity of the person who is logging in. Use is measured from the time the person logs in until the time the person logs out.

If the seat has an associated Place configured in Configuration Database, usage count is based on the

Place. If the seat does not have a Place configured in Configuration Database, usage count is based on the DN on which the person is logged in.

LRM provides a report of Workforce Management Concurrent seats that indicates the maximum number of persons simultaneously logged into T-Server, SIP Server, or Interaction Server in a tenant that has Genesys Workforce Management configured.

GVP Ports

License Reporting Manager measures and generates usage reports for simultaneous sessions using Genesys Voice Platform. License Reporting Manager determines the number of simultaneous GVP ports in use providing VoiceXML services and the associated time stamps that have a resolution of one minute or less.

The calculation indicates the maximum number of GVP ports simultaneously in use within a given reporting interval, and the date and time the maximum use occurred. If the maximum number of simultaneous resources used of a given type occurs on more than one occasion, LRM reports the date and time of the latest occasion on which the maximum count was reached.

GVP TTS and ASR Ports

License Reporting Manager measures and generates usage reports for simultaneous sessions using GVP text-to-speech (TTS) and automatic speech recognition (ASR) resources.

Use is measured from the time the resource is included in the call flow until the time the resource is released from the call flow. License Reporting Manager determines the number of simultaneous GVP resources of each type in use and the associated time stamps that have a resolution of one minute or less.

The calculation of resources includes any use of a GVP resource that indicates the maximum number of GVP resources simultaneously in use within a given reporting interval, and the date and time the maximum use occurred. If the maximum number of simultaneous resources used of a given type occurs on more than one occasion, LRM reports the date and time of the latest occasion on which the maximum count was reached.

High Availability

A High Availability seat is a physical seat that is occupied by a person who is configured as an Agent and logged in to a T-Server or SIP Server configured in high availability mode.

Use is measured from the time the person logs in until the time the person logs out. If the seat has an associated place, usage is based on the place. If the seat does not have a place, usage is based on the person's voice session.

QM Call Recording

License Reporting Manager measures and generates usage reports for simultaneous sessions using QM Call Recording, by measuring the number of simultaneous sessions using Genesys Media Server providing the Recording service.

License Reporting Manager determines the number of simultaneous Media Server ports in use

providing the above services and the associated time stamps that have a resolution of one minute or less.

The calculation indicates the maximum number of Media Server ports simultaneously in use within a given reporting interval, and the date and time the maximum use occurred. If the maximum number of simultaneous resources used of a given type occurs on more than one occasion, LRM reports the date and time of the latest occasion on which the maximum count was reached.

Skills-Based Routing

A Skills Based Routing seat refers to a physical seat that is occupied by a person who is logged in to a T-Server, SIP Server or Interaction Server and has at least one Skill configured.

LRM provides a report of a Skills-Based Routing seat based on the configuration of the Skills of the Agent who is logged in. The report does not take into account whether the skills were actually considered in the process of routing calls to a given seat.

Use is measured from the time the person logs in until the time the person logs out. If the DN from which the Agent logs in has an associated Place configured in Configuration Database, use is based on the Place. If the DN does not have a Place configured in Configuration Database, use is based on the DN from which the Agent logs in.

The calculation of Skills-Based Routing Concurrent seats includes any use of a Skills-Based Routing seat that indicates the maximum number of Skills-Based Routing seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.

Tenant-License Usage

License Reporting Manager measures and generates usage reports for purchased quantities and actual usage quantities of tenant licenses.

During creation of a daily or monthly usage report in its database, LRM includes the purchased license quantity that was in effect for the interval that is being reported, as follows:

- If a single purchased license quantity was in effect for the entire duration of the report interval, LRM reports that value as the purchased license quantity.
- If more than one purchased license quantity was in effect during the report interval, LRM reports the value that was in effect at the end of the report interval.
- If the purchased license quantity in effect at the time of report creation is different from the value that was in effect at the time of the interval being reported, LRM uses the value that was in effect for the interval being reported.

LRM does not regenerate existing usage reports stored in its database when purchased license quantities are changed.

Third-Party Work Items

A third-party work items seat is a physical seat that is occupied by a person, who is configured as an Agent logged in to Interaction Server, and associated with a media channel of type other than email, chat, or voice.

Use is measured from the time the person logs in until the time the person logs out. If an agent logs into a media channel other than email, chat, or voice at any time during a login session, the entire duration of the login session is counted as consuming a third-party work item seat license.

The third-party work item seat usage is based on the place from which the agent logs in. One third-party work item seat license is required for each third-party system in each place, regardless of the number of media types supported by each system.

The calculation of third-party work item seats includes any use of a third-party work item seat that indicates the maximum number of third-party work item seats simultaneously in use within a given reporting interval, and the date and time the maximum use occurred.