User's Guide

Concurrent-Seat Calculations

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Concurrent-Seat Calculations

License Reporting Manager uses the concurrent-seat measurement to indicate concurrent peak usage and time of the concurrent peak usage (rounded to the previous one-minute boundary). LRM determines peak concurrent-seat usage by calculating the actual number of seats instantaneously in use at one minute intervals.

A seat is a physical chair whose occupant is logged in to T-Server, Interaction Server, or SIP Server and provides data on Place and DN details. A login session includes login from a:

- DN that is associated with a Place.
- DN that is not associated with a Place.
- Place that is not associated with a DN.

LRM assumes that each login session has a unique ID. Seat usage is based on a Place; when a Place is not available in the login session, seat usage is based on a DN.

The table below shows how the seat usage is determined by the Place and DN data in the login session.

Seat Calculations

Place name	DN name	Seat for which this login session is counted
Place 1	DN1DN2DN3	Seat 1
	DN4	Seat 2
Place 1		Seat 1

- For login sessions from DNs associated with Place1—DN1, DN2 or DN3—These are considered single seat usage. During calculation, LRM uses seat usage based on a *Place*.
- For login sessions from DNs not associated with a Place (separate seat per DN), LRM uses seat usage based on a *DN*.
- For login sessions from a Place. For example, for an Interaction Server login session, LRM uses seat usage based on a *Place* calculation type.

Calculation of Concurrent Seats

License Reporting Manager can be configured to calculate the number of concurrent seats. To calculate concurrent seats, LRM records the peak number of logged-in seats for each 24 hour interval, and the time of the concurrent peak usage.

LRM calculates concurrent seats by performing the following:

1. Selects the available login sessions by using the following criteria:

- Time frame—LRM selects login sessions from the `G_LOGIN_SESSION` table of the Interaction Concentrator database that have at least a one second overlap with a given time interval. The login sessions that were started or terminated exactly at the edges of the given time interval are not counted. For example, to receive login sessions for 08/08/10, the following criteria is used:
  - Start time < 08/09/10 00:00:00 and termination time (or sessions not yet terminated) > 08/08/10 00:00:00
  - All sessions in which termination time = 08/08/10 00:00:00 and start time = 08/09/10 00:00:00 are excluded.
    Note: Sessions that are not terminated, but started nine hours before the reporting day, are treated as stuck sessions and are not counted for concurrent-seat usage.
  - Place and DN filter combination—LRM selects login sessions based on seat calculations.
- Applies the particular sellable item criteria.
- Calculates and stores the number of active login sessions in the LRM database.

2. Applies the particular sellable item criteria.
3. Calculates and stores the number of active login sessions in the LRM database.

Calculation of Concurrent Peak Use

A data snapshot of concurrent peak use is used to calculate concurrent-seat measurements. Concurrent peak use is determined as the actual peak during the 24-hour period, using a continuously updated record of seats in use according to the license definitions. The data snapshot of concurrent peak use is an instantaneous snapshot taken at one-minute intervals.

The concurrent peak use calculation includes a method of filtering or minimizing the weight of concurrent-seat peak values, possibly on predefined time intervals. For example, during Agent shift change overlaps. This filtering mechanism is enabled by configuring the `lrm-excluded-time` option. For more information about how to configure this option, see Configuration Options.

To calculate concurrent seats peak usage data for a given period, the date and hour of concurrent peak usage during that period is also recorded.