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User's Guide

About LRM

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License Reporting Manager (LRM) measures and stores usage data for licensed Genesys products and user-defined bundles, providing Genesys users with license management reports and Hosted Service Providers with billing data. The existing Genesys reporting components ICON and GVP Reporting Server perform the first level of event analysis and data storage. LRM then performs data analysis and aggregation from these reporting components into usage data for the various sellable items. The usage data is collected in LRM and may be accessed in one of two ways:

- Using a **custom billing adapter** that is designed to extract data in the form that the hosted service provider's back-office billing systems need.
- Using on-demand reports that can be run from the Genesys Administrator Extension (GAX) user interface. See the GAX help for details.

LRM is a server application that uses the data from the Interaction Concentrator Database (IDB), GVP Reporting Server, and Configuration Manager to execute data analysis and summarization. The LRM Server should always be running, so it is available to respond to HTTP requests and generate reports from the LRM Database (LRM DB).

The LRM has a nightly statistics job which you can schedule to run at the same time each day when there is a low volume of interaction in the contact center (for example, at night). During this nightly statistics job, LRM performs the following tasks:

- Reads the configuration data for the various Genesys components to calculate the concurrent peak usage for certain sellable items.
- Generates **concurrent peak usage data** for various sellable items from ICON:
 - Reads the login session data from all the ICON instances connected to the LRM and temporarily stores the results in the LRM DB.
 - Calculates all sellable items in minute intervals at the tenant level.
 - Calculates and stores the daily value for all sellable items at the tenant and system levels.
 - Calculates and stores the daily value for all user-defined bundles at the tenant and system levels. See **Predefined and User-Defined Bundles** for details.
Note: For LRM to retrieve data from ICON, the ICON DB must be running and available, although ICON itself is not required.
- Generates concurrent peak usage data for some sellable items for GVP, for the GVP Reporting Server, and GVP-related sellable item:
 - Creates HTTP requests for each of these sellable items, all the tenants, and the system.
 - Stores the data in the LRM DB.
- Generates **enabled seat count data** for sellable items from Configuration Server:
 - Takes a snapshot of the Places and DN objects in configuration.
 - Stores the data in the LRM DB.
- Generates **Agent Groups and Place Groups usage data** if the configuration options are set to enable this functionality.

LRM also accepts HTTP requests for reports and generates HTTP responses containing these reports. The GAX plug-in for LRM uses this HTTP service to generate reports.

You can also use other services to generate their own reports by using the LRM web services API.