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# Genesys Intelligent Automation Reference Guide

Auditing

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# Auditing

To track the usage of bots used in Intelligent Automation, Genesys offers SQL (MS-SQL and Oracle PL-SQL) scripts to retrieve usage data.

## Requirements

- Intelligent Automation 9.0.106 and later
- Permissions to run SQL scripts

### Important

- Run when the Hive Off activity is not running. Hive Off is recommended to be run nightly.
- Six weeks historical data is recommended. You can decide on the retention policies based on your organization requirements. The default setting is 30 days.

## Running the Audit scripts

### Important

For Interaction Billing - Genesys measures from **midnight** to **midnight** and counts the unique channel conversation IDs\* within that timeframe.

- Depending on your database format, download the following script in the Intelligent Automation database:
  - **botaudit-mssql.sql** if you are using MS-SQL
  - **botaudit-oracle.sql** if you are using Oracle SQL
- Modify the following script (for both customer types)
  - For MS-TSQL:

```
declare @start_dateX as date = '2021-01-03 00:00:00.0'  
declare @end_dateX as date = '2021-12-31 23:59:59.999'  
declare @companyIDX int = 2
```

```
declare @siteIdx int = null
```

- For Oracle PL-SQL:

```
start_dateX DATE := TO_DATE('01/01/2021', 'DD/MM/YYYY');  
end_dateX date := TO_DATE('30/12/2021', 'DD/MM/YYYY');  
companyIDX int := 2;  
siteIdx int := 0;
```

The parameters to be modified are:

1. **start\_dateX** - The start date range. Use the DD/MM/YYYY format.
2. **end\_dateX** - The end date range. Use the DD/MM/YYYY format.
3. **companyIDX** - Use the correct company ID. Wildcard characters are not allowed.
4. **siteIdx** - This is not used for calculation, but rather for display purposes only.

The scripts generate three reports:

1. Count of Interactions count for Chatbot legacy customers
2. Count of Turns for chatbot new customers
3. Count of interactions for Voicebot customers

## Chatbots

If NLU is used at any time during the call, Genesys counts and sums the entire call duration for a 24-hour period.

### Limitations

- Chatbot interactions will no longer be offered to new customers.
- Chatbot turns are the new meter.
- Chatbot customers will be switched to turns when they renew their contract.

## Voicebots

If NLU is used at any time during the call, Genesys counts and sums the entire call duration for a 24-hour period.

### Limitations

- Voicebot interactions will no longer be offered.
- Voicebot minutes will remain as the only meter.
- Voicebot are not offered on a turn basis.

### Sample Reports

For Chatbot Turns report,

- For MS-TSQL databases,
  - declare @ChatBotTurns bit = 0
    - For chat use, set @IsChatCall bit = 1
    - For voice use, set @IsChatCall bit = 0
- For Oracle PL-SQL databases
  - ChatBotTurns = false
    - For chat, use IsChatCall number(1) := 1
    - For voice, use IsChatCall number(1) := 0