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User's Guide

Entitlement File

12/19/2025

Entitlement File

Overview

The entitlement file contains information that pertains to the current list of valid customer-ordered sellable items. The file is cumulative and includes all of the entitlements up to and including the latest order. The file includes only active supported products.

Important

You must create the entitlement file when you install LRM, based on your customer's current product entitlements. Order Management does not provide an entitlement file.

LRM treats the information in the entitlement file as base-line customer usage data and compares this data to the actual customer usage data to create the customer usage reports. The entitlement file also contains information about the number of licenses that have been purchased. LRM uses this information to mark sellable items in the report to indicate when usage exceeds the purchased license quantity.

The contents of the entitlement file must include the following:

- The file header information that is needed to identify the system properly, including:
 - Customer name.
 - Customer ID.
 - Customer site ID.
 - Customer site address.
 - Customer site type (single-site or multi-site).
 - File issue date (includes the date that the file becomes valid, the last date that the file is valid, and the date that the file is no longer valid).
- The sellable line information for each sellable item that is purchased for that site, including:
 - Order number sold on.
 - Sellable SAP item number.
 - Sellable SAP description (includes release number).
 - Quantity purchased.
 - Burst limits.

- License type (concurrent seat/enabled seat).

The entitlement file information is stored in the Transaction object on the Configuration Server. When generating a report, LRM uses active entitlement file data for the given report day. The values in the valid-from and valid-to fields in the Entitlement header section are what determine if the data is active.

Note: For historical report generation, LRM uses the entitlement file from that past date to generate the report, instead of using the active current entitlement file data.

If contradicting data exists (such as single-site data in one record and multi-site data in another), the data from the most recent active entitlement file will be used. The entitlement file is divided into two different sections:

- Entitlement header section—Contains the general information about the customer and the site.
- Sellable-item entitlement section—Contains one <entitlement_data> element per sellable item, and contains the information that relates to the customer's entitlement to use that sellable item.

Sellable-Items

Sellable-Item	Purpose
item	The item is the unique identifier for the sellable item and can have one of the following values: • genesys_inbound_voice • sip_server • genesys_outbound_contact_ms • genesys_email • genesys_web_media • third_part_work_items • genesys_cim_platform_ss • genesys_cim_platform_ms • genesys_network_voice • cti • genesys_workforce_management • skills_based_routing • genesys_agent_desktop • genesys_supervisor_desktop • genesys_interaction_workspace

Sellable-Item	Purpose
	- gvp_asr_ports - gvp_tts_ports - genesys_saas_email - gvp_ports - call_qualification_parking - high_availability - genesys_info_mart_server - genesys_interactive_insights - genesys_social_engagement - ivr_connector - agent_connector - genesys_qm_call_recording
license_type	Possible values: - enabled_seat - concurrent_seat
order_number	The order number on which the item was sold.
item_number	The sellable-item number from the Genesys system.
item_description	The sellable-item description from the Genesys system.
quantity_purchased	The quantity purchased. LRM compares measured usage with this value for overuse alerting.
burst_limit	The placeholder for future use in overuse alerting, when burst policies have been defined.

Example

The following example of an entitlement file includes information that would be found in a typical entitlement header table and two rows from a sellable-item entitlement table:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<entitlement_data_file issue_date="2010-11-27" valid_from="2010-12-01"
valid_to="2015-12-01" id="19a048ecb6fde21746d6ee2564305962">
<header>
```

```
<customer_id>CustID-1234</customer_id>
<customer_name>ABC Managed Services</customer_name>
<customer_site_id>678</customer_site_id>
<customer_site_address>12 Maple Ave, Snohomish WA
98290</customer_site_address>
  <customer_site_type type="MS"/>
</header>
<entitlement_data item="sip_server">
  <license_type>concurrent_seat</license_type>
  <order_number>12345</order_number>
  <item_number>98765</item_number>
  <item_description>SIP Server 8.1.0</item_description>
  <quantity_purchased>100</quantity_purchased>
  <burst_limit>120</burst_limit>
</entitlement_data>
<entitlement_data item="genesys_cim_platform_ms">
  <license_type>concurrent_seat</license_type>
  <order_number>12345</order_number>
  <item_number>67890</item_number>
  <item_description>Genesys CIM Platform MS
8.1.0</sap_item_description>
  <quantity_purchased>100</quantity_purchased>
  <burst_limit>120</burst_limit>
</entitlement_data>
<!-- other sellable items -->
</entitlement_data_file>
```