

ORACLE

# Finding Your RightNow SaaS Service Usage

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## How to find your SaaS service usage

Your usage data is included in the SaaS Service Usage Metrics Report which shows you what you bought, how much you bought, and how much you've used in the last three months.


You can download the report from the Oracle Cloud Applications Console Documents page.

1. Sign in to the **My Services** portal.
2. Click a service tile.
3. Click the **Documents** tab.
4. For usage PDFs related to RightNow Applications, click the **Service Instances** tab.
5. From the **Document Type** menu, select **USAGE\_METRICS**.
6. The most recent usage report displays at the top of the list.

Documents

Document Type  From  To

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Document Name	Document Type	Frequency	Start Date	End Date	Retention Guaranteed Until
 Service Usage Metric RightNow Report (SaaS_Service_Usa...	USAGE_METRICS	Monthly	24-Mar-2023	25-Mar-2023	<a href="#">Download</a>
			23-Apr-2023		

7. If the usage report is not available on the **Service Instances** tab, please click the **For Service** tab and repeat steps 5 & 6.
8. Scroll to the right and click **Download** to get the PDF.

## How to get help with the SaaS Service Usage Metrics Report

Please visit Oracle B2C Service (<https://cx.rightnow.com>) to contact Technical support or to submit a Service Request.

## How to read the SaaS Service Usage Metrics Report

The report provides a snapshot of your current usage compared to your contractual entitlement and describes some best practices when managing your subscriptions.

Usage metrics are organized into tables for three licensing metrics:

- Hosted User
- Hosted Employee
- Records
- Hosted Environment
- Interactions

For each licensing metric, tables show how you are using:

- What you've purchased
- What you haven't purchased – your unexpected usage
- Usage/unexpected usage is measured based on Service Month.

## Glossary of Terms

**"Service Period"** is your contract duration.

**"Service Month"** or **"Svc Mnth"** corresponds with the start date of your Service Period. For example, if the start date of your Service Period began on May 5, then your Service Month is May 5 to June 4.

**"Subscribed Quantity"** is the quantity purchased on the ordering document.

**"Authorized Quantity"** is the quantity used during the Service Month.

**"Remaining Quantity"** is calculated as Subscribed Quantity minus Authorized User Quantity for the most recent month. A positive figure indicates the quantity available to be authorized. A negative figure indicates you have authorized more users than you are contractually entitled.

**"Available Svc Mnth Start"** for pooled metrics refers to the quantity that is available at the beginning of the Service Month. This figure represents the "Subscribed Quantity" minus the total amount used since the beginning of the Service Period.

**"Remaining Svc Mnth End"** for pooled metrics refers to the remaining quantity at the end of the most recent month for the Service Month.

**"Total Utilization"** for pooled metrics is the total amount used at the end of the most recent Service Month. It includes all usage since the beginning of the Service Period and is represented as a percentage of your Subscribed Quantity.

Here is what's included in each table.

**Hosted Users:**

This section includes metrics that count Hosted Users such as Hosted Named User, Hosted Connected User, and Hosted Non-Contact Center Named User. See the document *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* for detailed definitions.

**Hosted User – Usage**

This table displays the number of Hosted Users authorized to access the Oracle RightNow Services regardless of whether the individual is actively accessing either of these services at any given time. "Authorized User Quantity" are users directly configured in the Oracle RightNow Service with a User status that is "active". Additional usage limits may apply and are detailed in the Service Description.

Part #	Service Application Instance	Service Month	Authorized User Quantity			Subscribed Quantity Mar	Remaining Quantity Mar	Subscription Usage Mar	Highest Use Apr
			Jan	Feb	Mar				
B68304	Oracle RightNow Desktop Workflow Cloud Service - Hosted Named User <small>Instance Name</small>	10-FEB - 09-MAR	200	199	197	90	-107	219%	197
B88484	Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named User	10-FEB - 09-MAR	200	199	197	90	-107	219%	197
B82255	Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named User	10-FEB - 09-MAR	0	0	0	84	84	0%	0
B68246	Oracle Cobrowse Cloud Service - Hosted Named User	10-FEB - 09-MAR	This Cloud Service is not currently being measured.			1			

## Hosted User Pooled – Usage

This table shows the total contracted Hosted Users Pooled for the Service Period stated on your Order Document. At the end of each service month, Oracle will look at the previous month’s provisioned unique user count, find the maximum number used during the service month and decrement that amount from the total seat pool.

The SKU numbers and names of the services you purchased

Service month

Quantity used in respective service months

Instance Name

Highest Authorized User Quantity for the current service month

Total amount used at the end of the most recent service month

The quantity you purchased

Quantity that is available at the beginning of the service month

Remaining quantity at the end of the most recent service month

Part #	Service Application Instance	Service Month	Service Month Usage			Available Quantity			Total Utilization	Highest Use
			Jan	Feb	Mar	Subscribed Quantity	Available Svc Mnth Start	Remaining Svc Mnth End		
B68287	Oracle RightNow Desktop Workflow Cloud Service - Hosted Named Seat Month	15-FEB - 14-MAR	211	212	191	864	-2,355	-2,546	395%	194
B82256	Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named Seat Month	15-FEB - 14-MAR	26	38	31	960	408	377	60.73%	31
B88486	Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	15-FEB - 14-MAR	211	212	191	4,560	1,341	1,150	74.78%	194
B68281	Oracle RightNow Chat Cloud Service - Hosted Named Seat Month	15-FEB - 14-MAR	This Cloud Service is not currently being measured.			240				
B78444	Oracle Policy Automation Collaboration Cloud Service - Hosted Named Seat Month	15-FEB - 14-MAR	This Cloud Service is not currently being measured.			100				

## Hosted User – Unexpected Usage

This table displays the number of Hosted Users authorized to access each of the listed services, even though there are no associated active subscriptions. Hosted Users are counted as documented in the *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* document.

The SKU numbers and names of the services you're using but did not purchase

Quantity used in respective months

Instance Name

Part #	Service Application Instance	Month	Authorized User Quantity				Highest Use
			Jan	Feb	Mar	Apr	
B82255	Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named User <small>Instance Name: [REDACTED]</small>		-	-	334	332	
B82256	Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named Seat Month <small>Instance Name: [REDACTED]</small> Ended February 26, 2023		-	-	334	332	
B88490	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month <small>Instance Name: [REDACTED]</small> Ended February 26, 2023		-	-	126	112	

Unexpected usage not observed during these service months

Highest number of authorized users for the current month



## Hosted User – Shared Measurement Unexpected Usage

This table shows unexpected usage which is associated with a set of possible part numbers. One or more of these SKUs are being used and are not part of your active subscription.

SKUs having the same functionality or sharing metric values

Quantity used in respective calendar months

Possible Services	Month	Authorized User Quantity			Highest Use
		Jan	Feb	Mar	Apr
B68242 Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named User		-	-	27	27
B68244 Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named User					
B68283 Oracle RightNow Guided Assistance Cloud Service - Hosted Named Seat Month					
B68285 Oracle RightNow Agent Scripting Cloud Service - Hosted Named Seat Month					
B68287 Oracle RightNow Desktop Workflow Cloud Service - Hosted Named Seat Month					
B68300 Oracle RightNow Guided Assistance Cloud Service - Hosted Named User					
B68302 Oracle RightNow Agent Scripting Cloud Service - Hosted Named User					
B68304 Oracle RightNow Desktop Workflow Cloud Service - Hosted Named User					
B68314 Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month					
B68470 Oracle RightNow Contextual Workspaces Cloud Service - Hosted Named Seat Month					
B68542 Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service - Hosted Named User					
B68543 Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service - Hosted Named Seat Month					
B68562 Oracle RightNow Standard Dynamic Agent Desktop Cloud Service - Hosted Named User					
B68565 Oracle RightNow Standard Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month					
B76485 Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named User					

Highest number of authorized users for the current month

## Hosted User Detailed Usage

This section measures the quantity of Hosted Users that exist across all Instances for the base SKU listed in each table.

Hosted Users are authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted instance at any given time during the service month. The total quantity of Hosted Users is shared across all instances where additional Instances are created by Part Number B68550.

User Quantity is the count of Hosted Users on each Instance. The Total Hosted Named Users is the count of Hosted Users totaled across all instances, including the base SKU. Hosted Users are counted on every instance they have been provisioned on.

Part #	Service Application Instance	Service Month	User Quantity Mar
B88488	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named User	28-FEB - 27-MAR	8
B68550	Oracle RightNow Instance Cloud Service - Instance		328
<b>Total Hosted Named Users for B88488</b>			<b>336</b>

Service month

Base SKU

Instance Name

Child SKU

Count of unique Authorized Users on each instance

Total count of Authorized Users across all instances for last the service month, including the base SKU

## Hosted Employee

This section shows Cloud Services that are subscribed to on a Hosted Employee basis.

### Hosted Employee - Usage

The SKU numbers and names of the services you purchased

Service month

The number of Hosted Employees

Part #	Service Application Instance	Service Month	Hosted Employee Quantity			Subscribed Quantity Mar	Remaining Quantity Mar	Subscription Usage Mar	Highest Use
			Jan	Feb	Mar				Apr
B88872	Oracle Policy Automation for Workers Cloud Service - Hosted Employee	01-FEB - 28-FEB	This Cloud Service is not currently being measured.			3,254			

Metrics not available as the service was not being measured at the time the report was generated

The quantity you purchased

## Records

This section includes metrics that count Records, such as Emails Sent Monthly Capacity, Emails Sent Pooled Capacity, and 20K Documents Indexed. If you purchased a SKU that provided included emails, the included amount is deducted prior to the Records usage value being reported. See the document *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* for detailed definitions.

## Records Usage

For each Cloud Service, the table below shows the monthly aggregate quantity of the relevant record type. The current month's quantity is updated daily. Many Cloud Services are measured per 1,000 records. As an example, in such cases, a value of "1.2" represents 1,200 records (1.2 x 1,000).

The SKU numbers and names of the services you purchased

Service month

Part #	Service Application Instance	Service Month	Records			Subscribed Quantity Mar	Remaining Quantity Mar	Subscription Usage Mar	Count as of
			Jan	Feb	Mar				Apr
B68548	Oracle RightNow Emails Sent Monthly - 100 Emails Sent - Monthly Capacity  Included with Subscribed Service: 60 per Service Month	01-FEB - 28-FEB	1,444.13	2,767.43	2,540.86	2,400	-140.86	106%	2,789.03

Instance Name

Quantity of emails provided with subscribed services

The number of Emails Sent (hundreds) used in respective service months

The quantity you purchased

Subscribed Quantity minus number of emails for the last service month.

(Emails Sent/ subscribed quantity) \*100 for last service month

Emails Sent in the current service month

## Records Pooled Capacity – Usage

This table shows the total contracted Records Pooled for the Service Period stated on your Order Document. At the end of each service month, Oracle will review the total number of records and decrement that amount from the subscribed quantity, providing the remaining number of records available for the remainder of the service period.

For additional information on Pooled usage, please refer to the document *Oracle Customer Service and Support Cloud Services Descriptions and Metrics*.

The SKU numbers and names of the services you purchased.

Service month

The quantity that is available at the beginning of the service month

Part #	Service Application Instance	Service Month	Service Month Usage			Available Quantity			Total Utilization	Count as of
			Jan	Feb	Mar	Subscribed Quantity	Available Svc Mnth Start	Remaining Svc Mnth End		
B68251	Oracle RightNow Emails Sent Service Period Pool - 100 Emails Sent - Pooled Capacity Included with Subscribed Services: 1440 per Service Period	24-FEB - 23-MAR	424.54	1,000.55	767.32	36,000	33,639.82	32,872.5	8.69%	1,338.15

Quantity of emails provided with subscribed services

The number of emails (hundreds) sent in the respective service month

The quantity you purchased

Subscribed Quantity minus number of emails sent for the last service month

(Number of Emails Sent / subscribed quantity) \*100 for the last service month

Number of Emails Sent in the current service month

## Records – Unexpected Usage

The table below shows the monthly quantity of the relevant record type for each Oracle RightNow Service, even though there are no associated active subscriptions.

The SKU numbers and names of the services you're using but did not purchase

Part #	Service Application Instance	Month	Records			Count as of
			Jan	Feb	Mar	Apr
B68251	Oracle RightNow Emails Sent Service Period Pool - 100 Emails Sent - Pooled Capacity	02-FEB - 01-MAR	-	-	-	1,951.01
Instance Name → <i>Ended April 1, 2023</i>			Unexpected usage not observed during these months			The number of Emails Sent (hundreds) in the current month

## Records– Shared Measurement Unexpected Usage

This table shows unexpected usage which is associated with a set of possible part numbers. One or more of these SKUs are being used and are not part of your active subscription.

Possible Services	Month	Records			Highest Use
		Dec	Jan	Feb	Mar
B68548 Oracle RightNow Emails Sent Monthly - 100 Emails Sent - Monthly Capacity		1,221.86	2,660.9	1,178.43	816.88
B68251 Oracle RightNow Emails Sent Service Period Pool - 100 Emails Sent - Pooled Capacity					

SKUs having the same functionality or sharing metric values

Number of emails sent in respective months

Number of Emails Sent (hundreds) in the current month

## Hosted Environment

This section includes the following Metrics: Instance and Interface. These metrics represent products that are included in many RightNow subscriptions and can also be licensed separately. See the document *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* for a list of products that include Instance and Interface.

### Hosted Environment – Usage

The table below displays the total number of Instances licensed. The Subscribed Quantity is the number of separately licensed Instances. Environments included in a RightNow subscription are not counted toward the Authorized Instance Quantity.

The table below displays the total number of Instances licensed. The Subscribed Quantity is the number of separately licensed Instances. Environments included in a RightNow subscription are not counted toward the Authorized Instance Quantity.

The SKU numbers and names of the services you purchased.

Service month

The quantity you purchased

Part #	Service Application Instance(s)	Service Month	Authorized Instance Quantity			Subscribed Quantity Mar	Remaining Quantity Mar	Subscription Usage Mar	Highest Use
			Jan	Feb	Mar				Apr
B68550	Oracle RightNow Instance Cloud Service - Instance Included Instances with Subscription: 1	16-FEB - 15-MAR	1	1	1	1	0	100%	1

List of instance names

Instances included with subscribed services

Number of provisioned Instances

(Number of provisioned Instances / number of Instances you purchased) \*100 for the last service month

Number of provisioned Instances in the current service month



## Hosted Interface – Usage

The table below displays the total number of Interfaces licensed. The Subscribed Quantity is the number of separately licensed Interfaces. Environments included in a RightNow subscription are not counted toward the Authorized Interface Quantity.

The table displays interface usage data for a specific service. Red arrows point from explanatory text to specific parts of the table:

- The SKU numbers and names of services you purchased:** Points to the 'Part #' and 'Service Application Interface(s)' columns.
- Service month:** Points to the 'Service Month' column.
- Number of provisioned interfaces:** Points to the 'Authorized Interface Quantity' sub-headers (Jan, Feb, Mar).
- The quantity you purchased:** Points to the 'Subscribed Quantity Mar' column.
- Number of Interfaces available to be provisioned during the last service month:** Points to the 'Remaining Quantity Mar' column.
- List of instance names:** Points to the blurred list of instance names under 'Included Interfaces with Subscription: 1'.
- Number of Interfaces included with subscribed services:** Points to the '1' in the 'Included Interfaces with Subscription: 1' text.

Part #	Service Application Interface(s)	Service Month	Authorized Interface Quantity			Subscribed Quantity Mar	Remaining Quantity Mar	Subscription Usage Mar	Highest Use
			Jan	Feb	Mar				Apr
B73899	Oracle RightNow Interface Cloud Service - Interface <b>Included Interfaces with Subscription: 1</b> [Blurred list of instance names]	01-MAR - 29-MAR	16	16	16	7	-9	229%	16

## Hosted Environment – Unexpected Usage

This table displays the number of Hosted Environments authorized to access each of the listed services, even though there are no associated active subscriptions. Hosted Environments are counted as documented in the *Oracle Customer Serve and Support Cloud Services Descriptions and Metrics* document.

The SKU numbers and names of the services you're using but did not purchase

Instance Name

Part #	Service Application Instance	Month	Authorized User Quantity			Highest Use
			Jan	Feb	Mar	Apr
B68550	Oracle RightNow Instance Cloud Service - Instance ██████████ Ended March 21, 2023	22-FEB - 21-MAR	-	-	-	2

Unexpected usage not observed during these months

Highest number of provisioned Instances in the current month

## Hosted Interface – Unexpected Usage

This table displays the number of Hosted Interfaces authorized to access each of the listed services, even though there are no associated active subscriptions. Hosted Interfaces are counted as documented in the *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* document.

The SKU numbers and names of the services you're using but did not purchase

Part #	Service Application Instance	Month	Authorized User Quantity			Highest Use
			Jan	Feb	Mar	Apr
B73899	Oracle RightNow Interface Cloud Service - Interface [Redacted] Ended March 21, 2023	22-FEB - 21-MAR	-	-	-	8

Instance Name

Unexpected usage not observed during these months

Highest number of provisioned Interfaces in the current month

## Interactions

This section includes metrics that count Interactions, such as Sessions, Assessments and Web Services API Operations. See the document *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* for detailed definitions and information about how Interactions are measured.

### Interactions – Usage

This table shows the count of Interactions.

The SKU numbers and names of the services you purchased

Service month

The quantity you purchased

Number of Interactions available to be provisioned during the last service month

Part #	Service Application Instance(s)	Service Month	Authorized User Quantity			Subscribed Quantity Mar	Remaining Quantity Mar	Subscription Usage Mar	Highest Use Apr
			Jan	Feb	Mar				
B72253	Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly - 100 Sessions - Monthly Capacity	15-FEB - 14-MAR	This Cloud Service is not currently being measured.			25			
B72236	Oracle RightNow Universal Core Service Tier 1 Sessions Monthly - 100 Sessions - Monthly Capacity	15-FEB - 14-MAR	This Cloud Service is not currently being measured.			500			

Instance Name

Metrics not available as the service was not being measured at the time the report was generated

## Interactions Pooled Capacity – Usage

This table shows the total contracted Interactions Pooled for the Service Period stated on your Order Document. At the end of each service month, Oracle will review the previous month’s provisioned unique user count, find the maximum number used during the service month and decrement that amount from the total seat pool.

The SKU numbers and names of the services you purchased

Service month

The quantity you purchased

The quantity that is available at the beginning of the service

Subscribed Quantity minus number of Sessions for the last service month

(Number of Sessions / subscribed quantity) \*100 for the last service month

Part #	Service Application Instance	Service Month	Service Month Usage			Available Quantity			Total Utilization	Highest Use
			Jan	Feb	Mar	Subscribed Quantity	Available Svc Mnth Start	Remaining Svc Mnth End		
B72234	Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool - 100 Sessions - Pooled Capacity  Ends June 2, 2023	01-FEB - 28-FEB	This Cloud Service is not currently being measured.			3,500				
B72237	Oracle RightNow Universal Core ServiceTier 1 Sessions Service Period Pool - 100 Sessions - Pooled Capacity  Ends June 2, 2023	01-FEB - 28-FEB	This Cloud Service is not currently being measured.			1,120				
B82254	Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool - 100 Sessions - Pooled Capacity  Ends June 2, 2023	01-FEB - 28-FEB	This Cloud Service is not currently being measured.			168,000				

Metrics not available as the service was not being measured at the time the report was generated

## **Interactions – Unexpected Usage**

There is no data to report for this section

If no unexpected usage was identified, the Unexpected Usage section will not contain any SKU information.

## References

Oracle has standard contracts and policies that govern the terms, service descriptions, and delivery of Cloud Services. To find out more about these contracts and policies for Cloud Services please refer to:

<https://www.oracle.com/contracts/cloud-services>

The *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* document (RightNow Service Description) contains contractual descriptions and associated metric definitions. The document can be found at: <https://www.oracle.com/contracts/cloud-services>. Select Product - Fusion Service, View Documents.

For information on how Oracle measures Oracle Service Cloud offerings, review *Metric Descriptions for Oracle Service Cloud Offerings*: <https://docs.oracle.com/pls/topic/lookup?ctx=cloud&id=metric-descriptions-service-offerings>

For more information on downloading reports pertaining to your subscriptions, review the documentation found at: <https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/mmocs/monitoring-service-status-and-utilization.html#GUID-CA32B762-24DC-4730-B275-B4336DD0015A>