

# 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'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.



- 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 (<a href="https://cx.rightnow.com">https://cx.rightnow.com</a>) 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.





## **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.



#### **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.



#### **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.



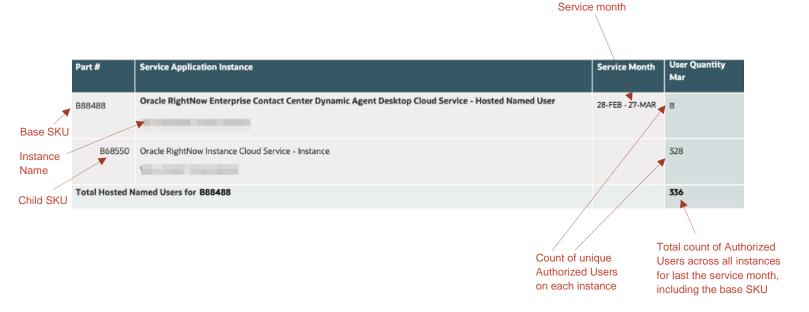


#### **Hosted User Detailed Usage**

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.

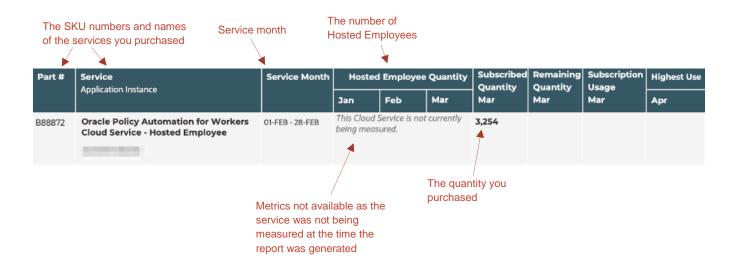
User Quantity is the count of Hosted Users on each Instance. The Total Hosted Named Users is the count of Hosted Users totaled across all instances, including the base SKU. Hosted Users are counted on every instance they have been provisioned on.



#### **Hosted Employee**

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

## **Hosted Employee - Usage**



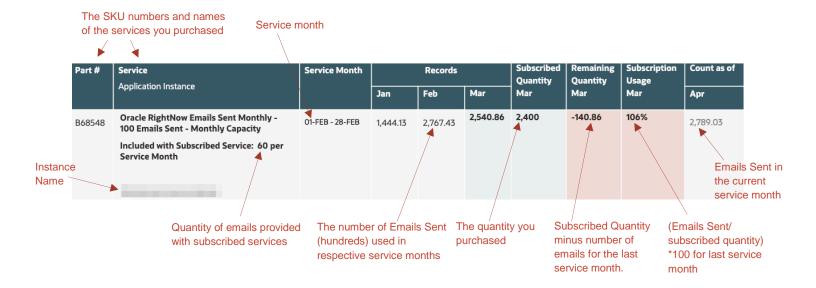


#### Records

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**

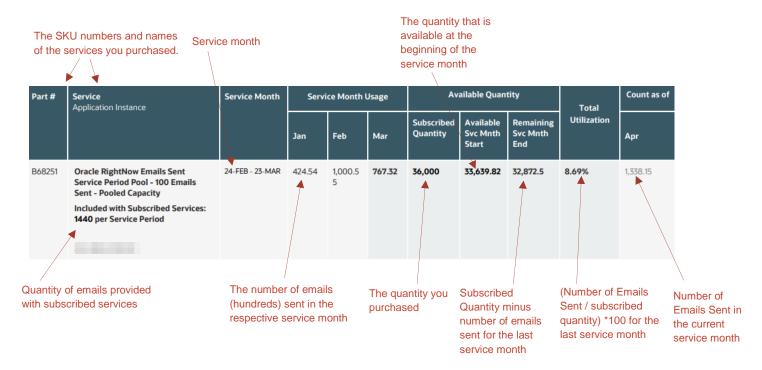
For each Cloud Service, the table below shows the monthly aggregate quantity of the relevant record type. The current month's quantity is updated daily. Many Cloud Services are measured per 1,000 records. As an example, in such cases, a value of "1.2" represents 1,200 records (1.2  $\times$  1,000).



#### **Records Pooled Capacity – Usage**

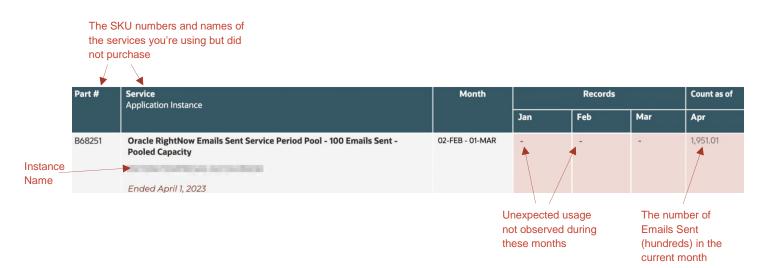
This table shows the total contracted Records Pooled for the Service Period stated on your Order Document. At the end of each service month, Oracle will review the total number of records and decrement that amount from the subscribed quantity, providing the remaining number of records available for the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



#### **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.



# **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.

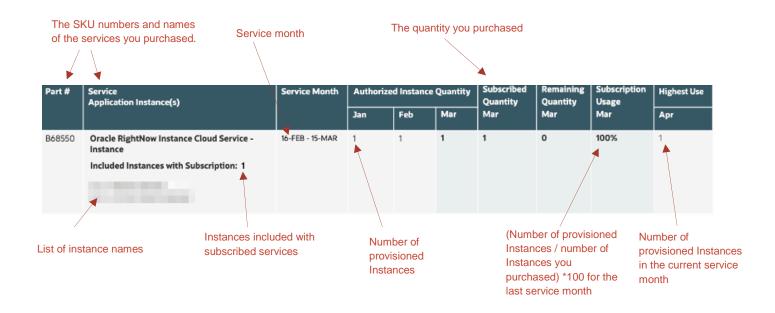
Possible Services	Month	Records			Highest Use
		Dec	Jan	Feb	Mar
B68548 Oracle RightNow Emails Sent Monthly - 100 Emails Sent - Monthly Capacity		1,221.86	2,660.9	1,178.43	816.88
B68251 Oracle RightNow Emails Sent Service Period Pool - 100 Emails Sent - Pooled Capacity					
SKUs having the same functionality or sharing		Number of emails Number of Emails S			
metric values			nt in respectivenths	re (hund mont	dreds) in the c th

#### **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.

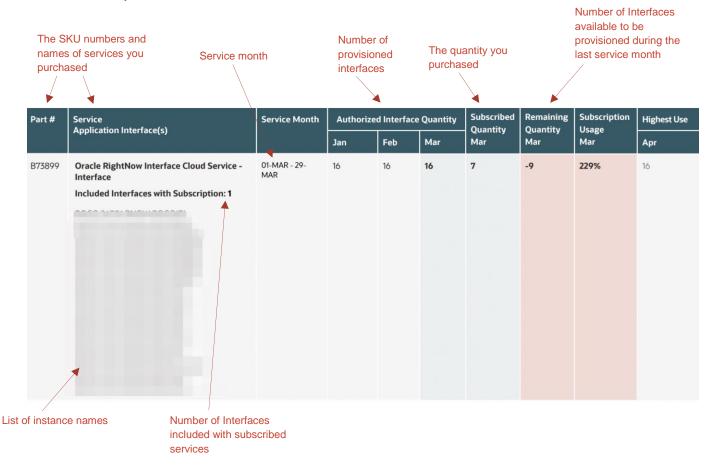
### **Hosted Environment - Usage**

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.



#### **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.



#### **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.



#### **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.

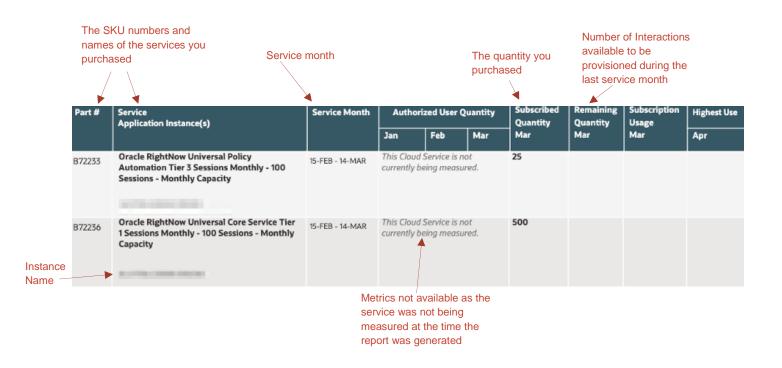


#### **Interactions**

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.



#### **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.



# **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: <a href="https://www.oracle.com/contracts/cloud-services">https://www.oracle.com/contracts/cloud-services</a>

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: <a href="https://www.oracle.com/contracts/cloud-services">https://www.oracle.com/contracts/cloud-services</a>. Select Product - Fusion Service, View Documents.

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

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

