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Metric Descriptions for Oracle Service Offerings

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What's New?

See the list of specific changes below referenced in the document.

PART NUMBER	CLOUD SERVICE	SUMMARY OF THE CHANGE
B73899	Oracle RightNow Interface Cloud Service - Interface	Updated measurement description

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Purpose

Use this document to review how Oracle measures and counts Oracle RightNow (Service Cloud) metrics. The products listed are those that are currently being measured. You can use this document in conjunction with the *Oracle Customer Service and Support Cloud Services Descriptions and Metrics* (RightNow Service Description) document found at https://www.oracle.com/contracts/cloud-services/. Select Product - Fusion Service, View Documents.

The My Services portal enables your Service Administrator(s) to download 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 service months. To learn how to find these reports see *Finding Your RightNow SaaS Service Usage*. Please visit the Oracle B2C Service portal for technical support or to submit a Service Request.

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Offerings

PART NUMBER	CLOUD SERVICE	HOW TO MEASURE AND COUNT
B68242	Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68244	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68251	Oracle RightNow Emails Sent Service Period Pool - 100 Emails Sent - Pooled Capacity	An email is counted as "sent" when it is delivered to either the Oracle RightNow Outbound Cloud Service or the Oracle RightNow Feedback Cloud Service. The SKU is measured per 100 emails sent. Emails Sent that are included as part of a RightNow license you purchased are not counted toward the subscribed quantity. At the end of each service month, Oracle counts the total number of 100 emails sent and decrements that amount from the available subscribed quantity, providing the remaining number of 100 emails sent available for the remaining service period.
B68283	Oracle RightNow Guided Assistance Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B68285	Oracle RightNow Agent Scripting Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.

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B68287	Oracle RightNow Desktop Workflow Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B68300	Oracle RightNow Guided Assistance Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68302	Oracle RightNow Agent Scripting Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68304	Oracle RightNow Desktop Workflow Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68314	Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B68469	Oracle RightNow Contextual Workspaces Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.

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B68470	Oracle RightNow Contextual Workspaces Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B68542	Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68543	Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B68548	Oracle RightNow Emails Sent Monthly - 100 Emails Sent - Monthly Capacity	An email is counted as "sent" when it is delivered to either the Oracle RightNow Outbound Cloud Service or the Oracle RightNow Feedback Cloud Service. The SKU is measured per 100 emails sent. Emails Sent that are included as part of a RightNow license you purchased are not counted toward the subscribed quantity. At the end of each service month, Oracle counts the total number of 100 emails sent.
B68550	Oracle RightNow Instance Cloud Service - Instance	This is the number of production Instances that have been provisioned. Instances included as part of a RightNow license are not counted toward the subscribed quantity.
B68562	Oracle RightNow Standard Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B68565	Oracle RightNow Standard Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.

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B73899	Oracle RightNow Interface Cloud Service - Interface	This is the count of active unique Interfaces (defined as a set of configuration files accessed via a unique URL) designed to permit certain users to view all or a discrete subset of your data. Interfaces are external-facing and may be accessed by Customer's end-users and by the public. Environments included as part of a RightNow license are not counted toward the subscribed quantity.
B76485	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B76487	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B77355	Oracle RightNow Experience Routing Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B77357	Oracle RightNow Experience Routing Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B82249	Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.

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PART NUMBER	CLOUD SERVICE	HOW TO MEASURE AND COUNT
B82251	Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B82255	Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is flagged as a non-contact center user - The account is not enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B82256	Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is flagged as a non-contact center user - The account is not enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remainder of the service period.
B88480	Oracle RightNow Standard Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B88482	Oracle RightNow Standard Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B88484	Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.

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PART NUMBER	CLOUD SERVICE	HOW TO MEASURE AND COUNT
B88486	Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.
B88488	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named User	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.
B88490	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	An authorized user meets all of these criteria at any time during a given service month within the service period: - The account is not permanently disabled - The account is not locked - The account is not flagged as a non-contact center user - The account is enabled for assignment At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month and decrements that amount from the subscribed quantity, providing the remaining subscribed quantity available for the remaining service period.

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