

Genesys Software License Elements and Definitions



For End-Users purchasing software licenses from
Genesys or Genesys Authorized Partners
Effective January 1 2014

This document includes the standard software licensing elements and definitions used by Genesys. These definitions are subject to periodic changes in response to updated offerings.

License Elements

The Genesys software license definition and entitlement consists of a base license, plus three types of modifiers. The license definition is complete only if the base license and all mandatory modifiers are specified.

Base License - The basic user type for this software license type.

Term - Modifier specifying the time period for which the license is granted.

Pricing Method - Modifier specifying how the license applies across the population of users.

Environment: Modifier specifying whether the licenses will be used in the customer's production or non-production environment types.

Example: A complete license definition for a typical agent seat license would be as follows:

| Base license | Term | Pricing Method | Environment |
|--------------|-----------|----------------|-------------|
| Seat | Perpetual | Enabled | Production |

Base License Definitions

"User" means a person licensed for one or more roles (e.g. agent, supervisor, administrator).

"Seat" (Workstations) means a workstation or other user interface device that is enabled to allow use of the Licensed Software by a maximum of one user at any given time. The workstation or user interface device may be configured to allow multiple users working in shifts to use the Licensed Software so long as it is not enabled for concurrent use.

"Session" (Port) means a semi-permanent interactive information interchange, between two or more communicating devices, or between a computer and user. A session is set up or established at a certain point in time, and torn down at a later point in time.

"System" means a unique instance of the core Genesys configuration environment, regardless of other Genesys applications used. A system can be single-site, multi-site, and include High Availability (HA) and Disaster Recovery (DR) configurations.

"Site" is used to license a single physical location, typically where users are co-located.

"Device" means a physical unit that is connected to a system or network but is separate from it, and can be configured to provide network management data. The total number of devices to be monitored is subject to right to use rules for the specific device type. Examples of devices are IP PBX, router, VoIP, phone, etc.

"Application" means a computer software designed to perform specific business tasks for the User or end customer (as opposed to system core or middleware which serve the application, but not the user).

"Instance" means a single occurrence of a running software process.

"Enterprise User" means a user that may use any Genesys software made available based on an Enterprise License agreement ("ELA").

"Remote User" means a User not co-located at the same physical address of the contact center site.

"Lab Instance" means one lab system unit that is limited to a single non-production physical location (building address) and may not be virtualized without the purchase of an additional lab system unit. Lab systems may not be moved into production use.

"Email" means a single email message.

"Instance" (VitalSuite only) means a single occurrence of a running software process.

"Server" (VitalSuite only) means a computer system that provides the essential services across a network, to provide users inside an organization or to public users in the Internet.

"Device" (VitalSuite only) means a unit that is connected to the CPU but is separate from it; total number of devices to be monitored is subject to right to use rules for the specific device type; A unit that is connected to the network and can be configured to provide network management data. The number of devices that can be monitored by a single RTU (Right to Use) varies per device type. Examples of devices are IP PBX, router, VoIP, phone, etc.

Term Definitions

"Perpetual" means a grant to use the licensed software in perpetuity.

“Subscription” means a renewable term-based grant to use a specific quantity of the licensed software for a specified, limited period.

“Pay-Per-Use” (PPU) means a non-perpetual term-based grant to use the licensed software based on actual measured use using tools or methods specified by Genesys in the MSLSA. The grant is in effect as long as the customer is current on payment of applicable fees.

Pricing Method Definitions

“Enabled” means a statically configured seat or user in Genesys Configuration Management Environment that enables a user to use the licensed software, whether in use or not.

“Concurrent” means actual simultaneous use of the product by a User, application or system component.

“Named” means a Named User is a specific person licensed for exclusive use of the software.

“Time-based” means a cumulative time period of measure (e.g. minutes, hours, months) of actual use (e.g. user login time, session length) of a product.

“Enterprise” (ELA, Enterprise License Agreement) means an agreement to license the entire population of an entity (employees, on-site contractors, off-site contractors or otherwise defined) accessing a specific list software for a specified period of time for a specified value.

Environment Definitions

“Production” means in use for revenue-generating business operations.

“High Availability” (HA) means a production system on hot standby or in active load-balancing configuration with the ability to act as backup in case of primary system failure.