

ORACLE

CX Product Adoption Kit

B2C Service Cloud – Usage Metrics

Oracle Customer Success
Last updated: May 2023



Context / scope

B2C Service Cloud Usage Metrics

B2C Service users need a reliable way to see the details of their site usage.

Now there's an accurate, reliable, and secure way to obtain these usage details using the Agent Browser UI.

This feature is enabled in 20B update for Oracle RightNow Service Cloud on Browser UI Only

Overall benefits

An accurate, reliable, and secure way to obtain these usage details using the Agent Browser UI from B2C Service Cloud.

Typical challenges observed

- Customers not using a particular feature from B2C Service Cloud – from BUI
- Difficulties in identifying usage information
- Usage information insufficient

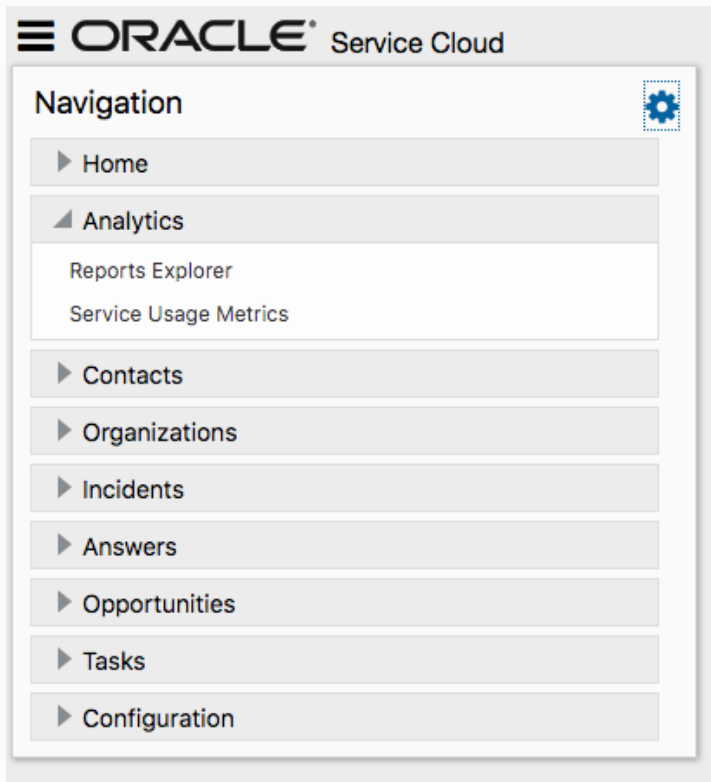


Findings and recommendations

Category	Finding	Recommendation	Benefit
Product Setup	Service Usage metrics capability not leveraged in order to report on usage	Follow instructions presented below as part of the configuration steps to obtain service usage from within B2C Service Cloud	Service Usage Metrics will allow access to see the monthly and daily breakdown of – Tier 1 Sessions, Tier 2 Sessions, Tier 3 Sessions Daily peak Seat data for Connected, Named, Chat or Non-Contact Center seats.



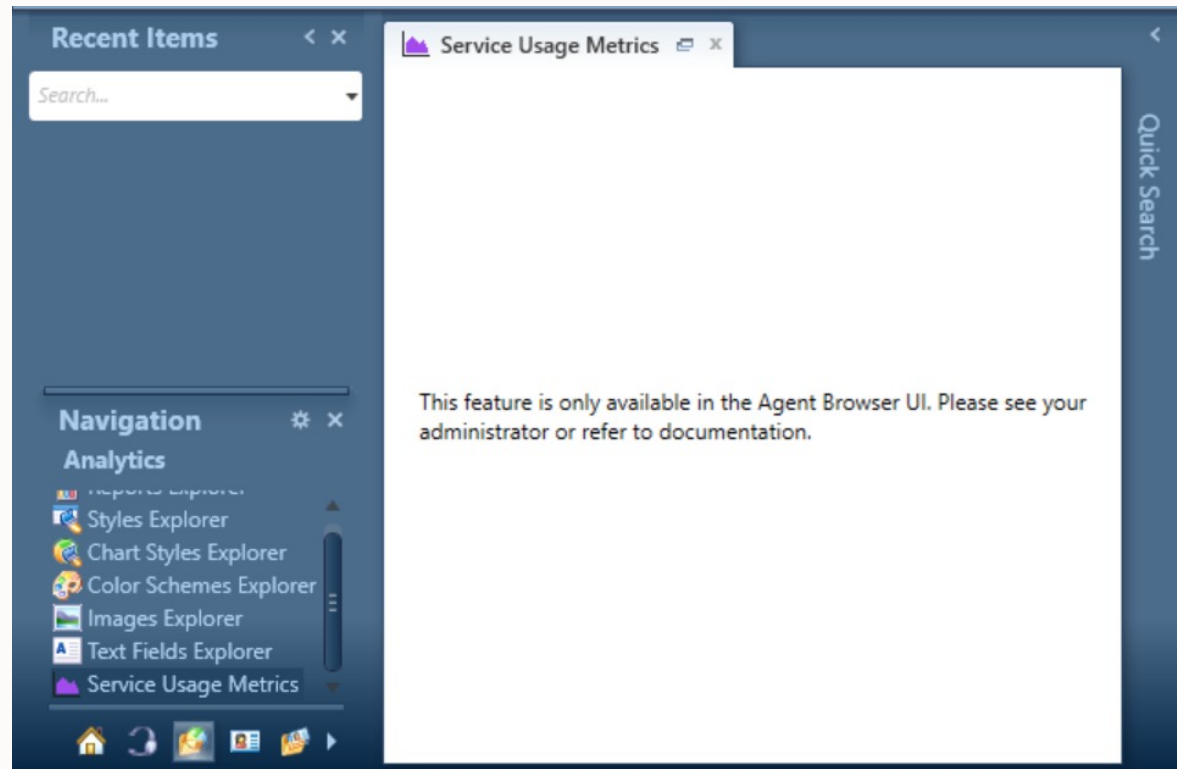
Configuration Details



Add the Service Usage Metrics component to the navigation sets of the appropriate profiles.
Agents need “Administration” permission enabled within Permissions -> Administration tab + Service Usage Metrics Component



Navigation Set Enablement

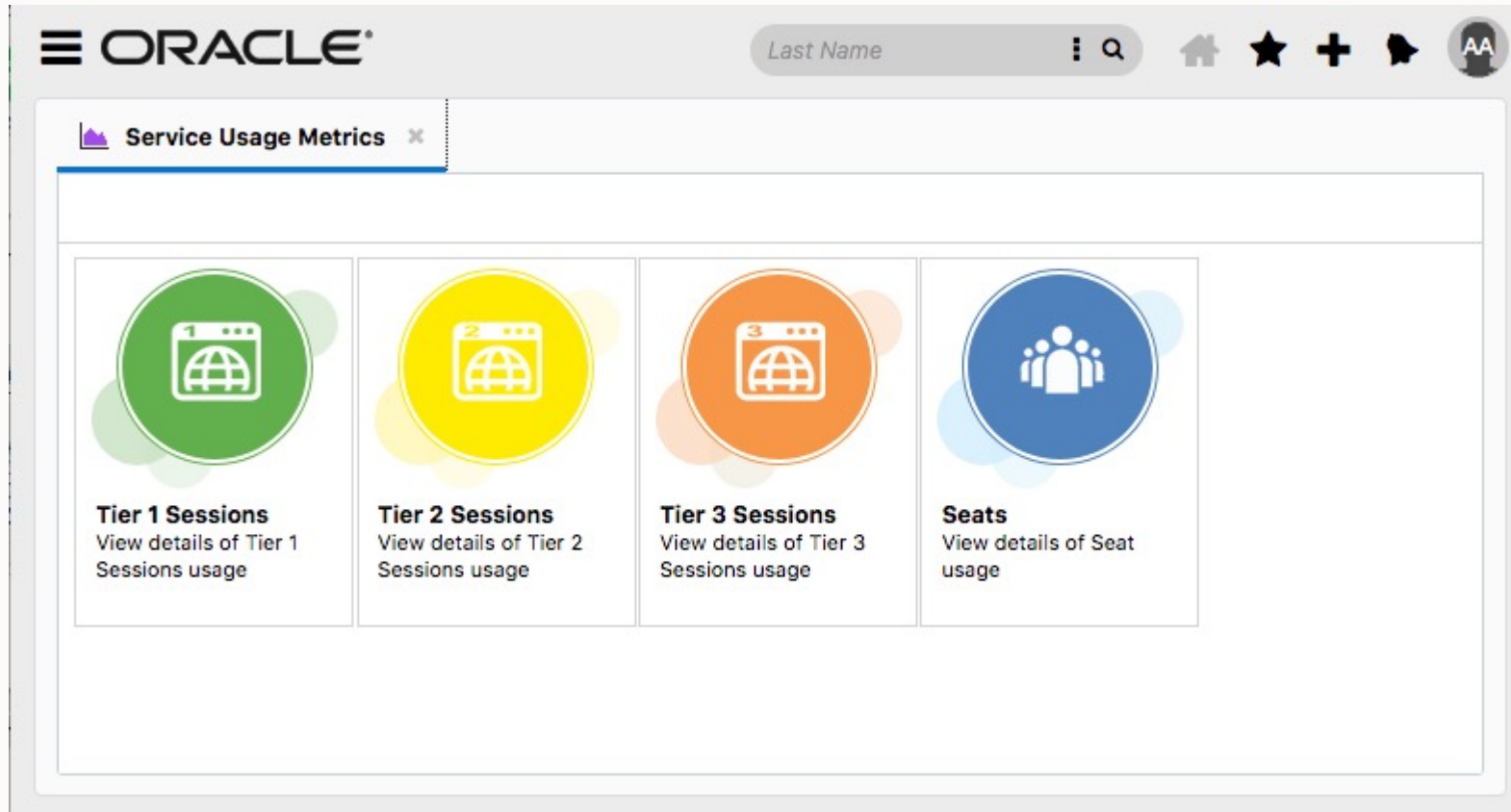


Using Service Usage Metrics is not available in the Agent Console.

Users will see the shown message if they attempt to access.



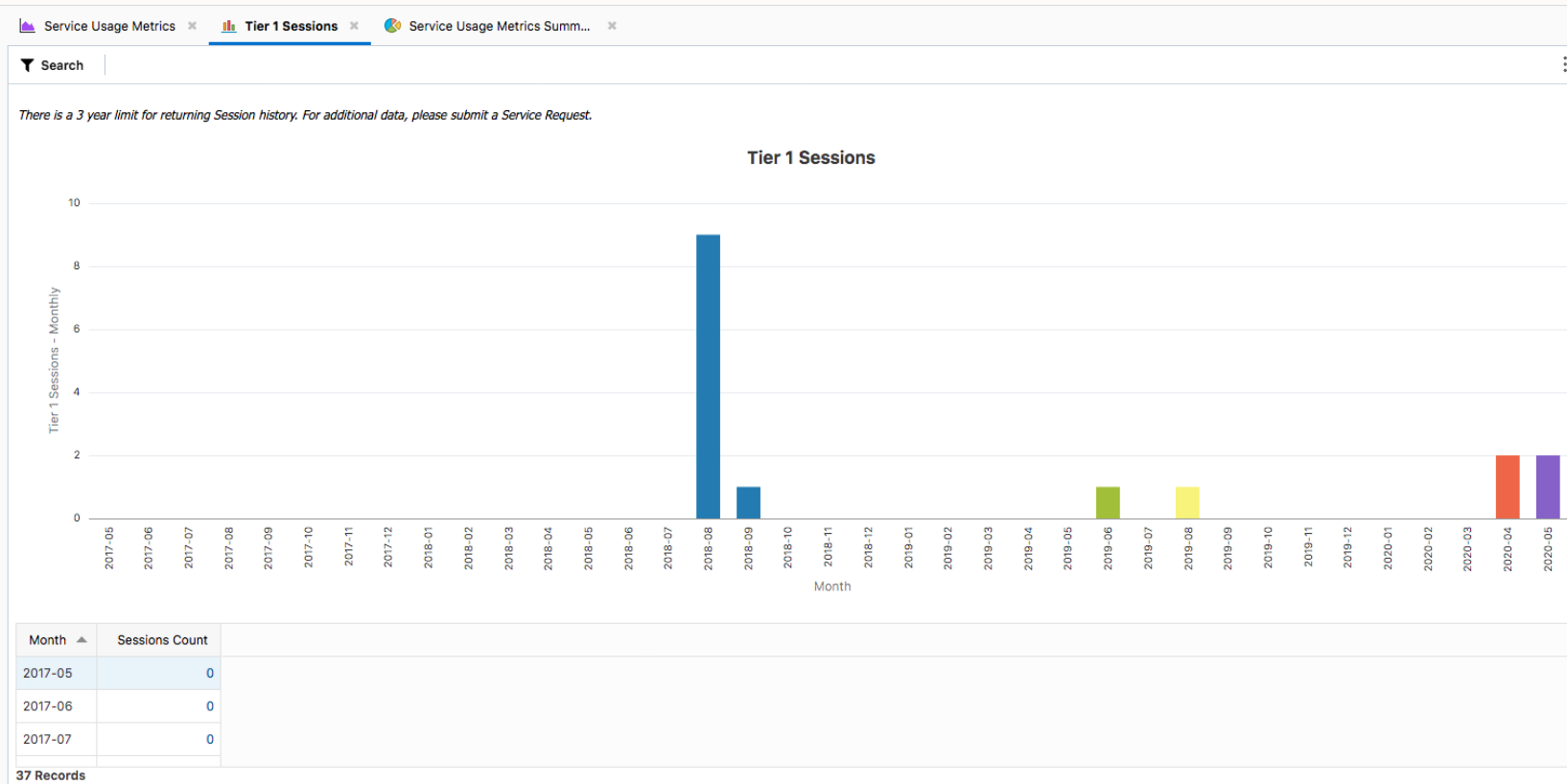
Service Usage Metrics Navigation Set Access



Service Usage Metrics will allow access to see the monthly and daily breakdown of Tier 1 Sessions, Tier 2 Sessions, Tier 3 Sessions Daily peak Seat data for Connected, Named, Chat or Non-Contact Center seats.



Service Usage Metrics Work Area



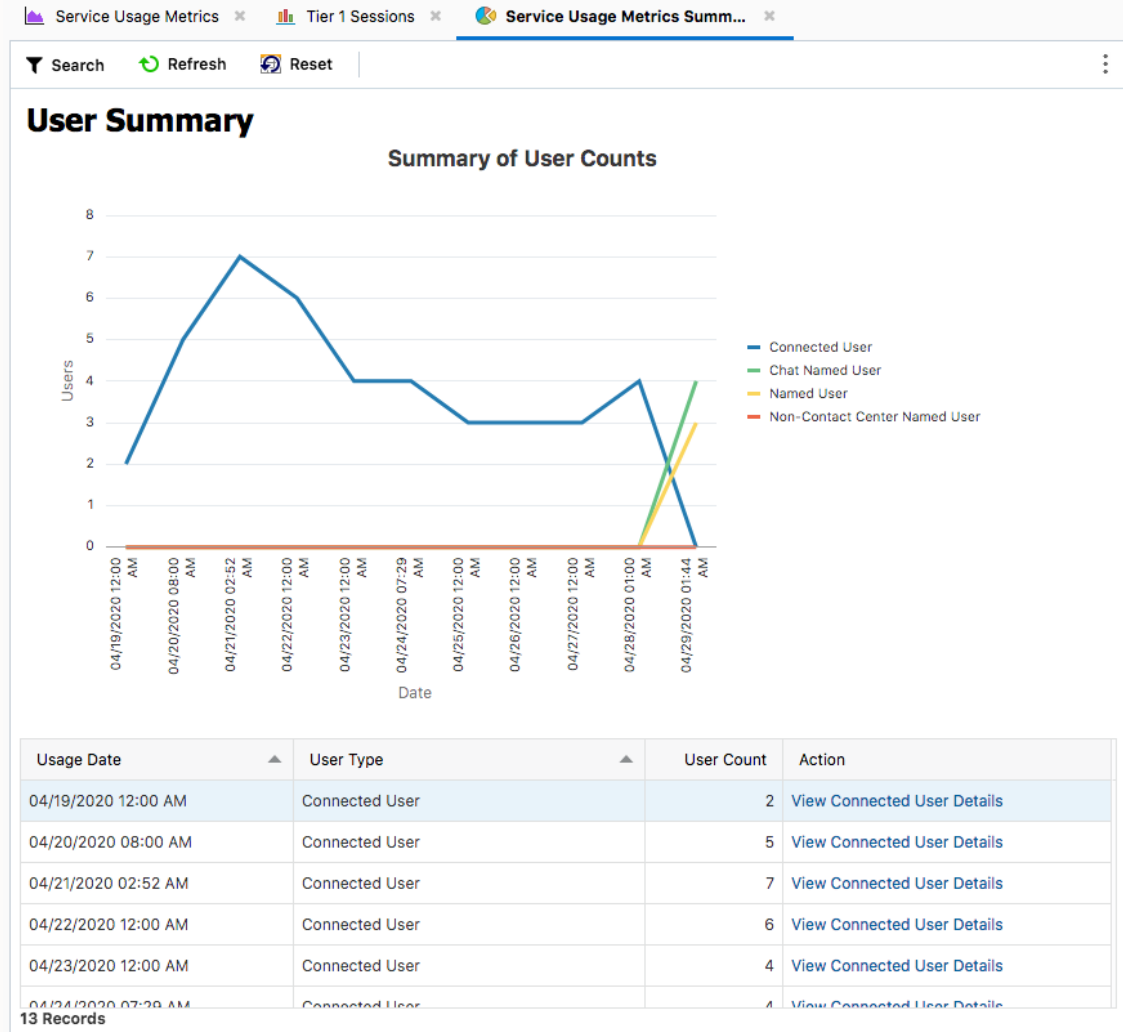
Selecting the type of Session to review provides a monthly view of the data and either the graph or the table can be used to drill into the daily data for the site.

There is a three year limit on historical Session data.

For additional data, you may submit a Service Request to the Technical Support team.



Service Usage Metrics Session View



Default view for Seats provides a daily peak usage for Connected, Named, Chat or Non-Contact Center seats. Unwanted seat metrics can be filtered out using filters.

The daily peak seat data will begin to be stored daily following an upgrade to 20B and the data will be collected going forward.

There is no access to historical data for Seat usage within the system.

Service Usage Metric supports exporting the data using the standard export functionality of Reports.



Service Usage Metrics Seat View

Service Usage Metrics x Tier 1 Sessions x Service Usage Metrics Summ... x

Search Refresh Reset Open New Delete Copy

Top Level All

User Details

This report displays the users who currently have active Staff Accounts. It will not display Staff Accounts that do not currently qualify as a named user. Please use the below links to create, edit and delete transactions. These reports provide insight into Staff Accounts transactions to help provide insight about changes that may affect summary count details.

[Account Transactions](#) [Account Deletions](#)

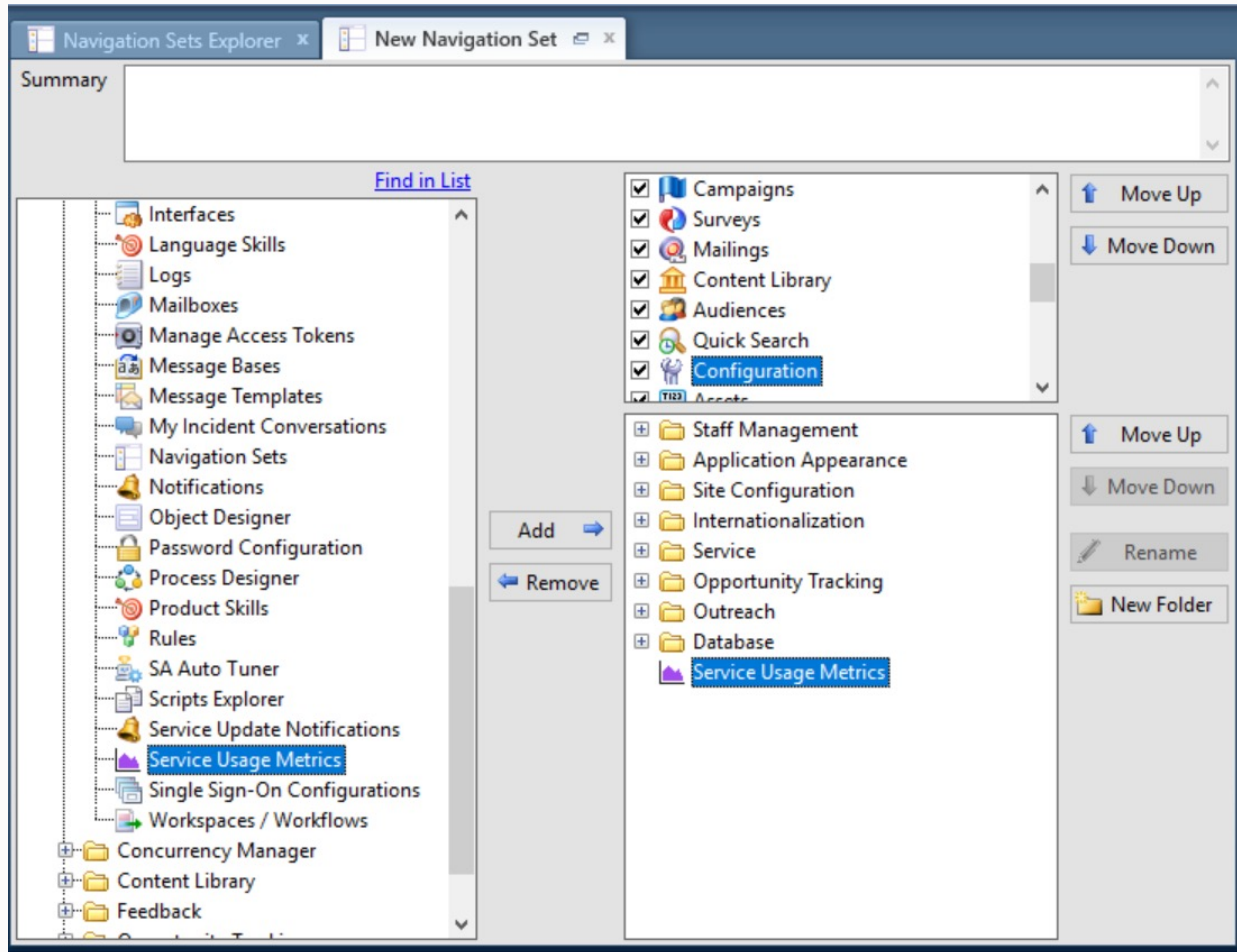
▲ User Account ID	User Name	User Group
2	admin admin	Staff

Users can drill into the Action column to see supporting details for the supporting Accounts. The Accounts listed will be the accounts that are currently configured in the system.

Currently, there is not a daily snapshot of users that comprise the daily peak. To help understand recent Account object changes, there are reports to help see Account Transactions and Deletions within the User Details report



Steps to Enable



1. Open the Agent Console to edit Navigation Set
2. Open or Create the applicable Navigation Set
3. Select Navigation Folder to add Service Usage Metrics component.
4. Find the Service Usage Metrics component either in the Common folder or by using the Find in list capability.
5. Select the Service Usage Metric component.
6. Click Add to associate the Service Usage Metrics component to the Navigation Set item.
7. Save and Close

Tips and Considerations

For the Concurrent User Detail, the Account Session History (account_session_history) table is used for reporting the login activity. The default retention period for the Account Session History table is 180 days.

If you want to report on the connected user detail for longer than 180 day, you will want to increase the purge timing configuration for Session History Purge Days.

SESSION_HISTORY_PURGE_DAYS

Defines the number of days after which an entity's session history records are removed from the session_history table (relative to the end time).

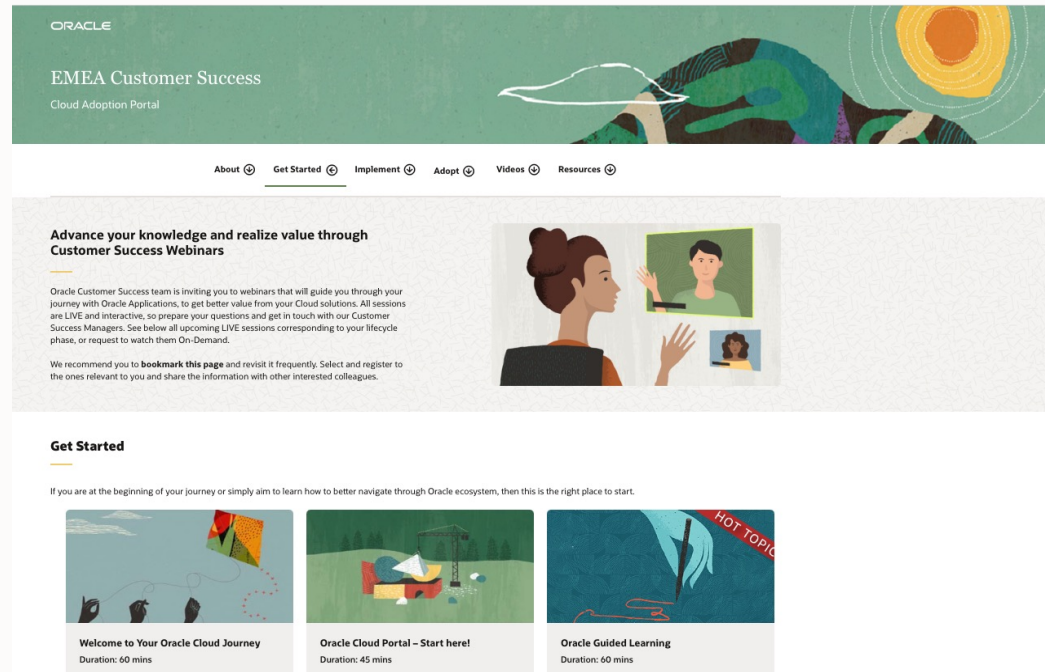
It is recommended that this value be carefully reviewed. Verify that your organization will have no future need to report on the date range exceeding the intended threshold. Default is 180.

Resources and documentation

- [Profile permissions required to access Service Usage Metrics](#)
- [Monitoring Service Status and Utilization](#)



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