

Finding the number of Q-assign Licenses and unique Assignment Group Members

Licenses are based on the total number of unique members of a Q-assign Assignment Group, including users and queues, plus any users that are not members of an Assignment Group but need access to Q-assign – e.g. managers and admins. Please note that a Q-assign license cannot be assigned directly to a queue, but as it is a member of the Assignment Group, Q-assign will add it to the total count.

Following are a few useful Q-assign license-related queries:

- **Unique Users across all Assignment Groups**

```
Select count(id), ortoo_qra__User__c, ortoo_qra__User__r.name, ortoo_qra__User__r.IsActive from  
ortoo_qra__Assignment_Group_Member__c where ortoo_qra__Owner_Type__c = 'User' Group by  
ortoo_qra__User__c, ortoo_qra__User__r.name, ortoo_qra__User__r.IsActive
```

- **Queues added as members across all Assignment Groups**

```
Select ortoo_qra__Queue__c, name, count(id) from ortoo_qra__Assignment_Group_Member__c where  
ortoo_qra__Owner_Type__c = 'Queue' Group by ortoo_qra__Queue__c, name
```

- **Users with Q-assign license but not added to any Assignment Group**

```
Select id, name, IsActive from User where Id In  
(Select UserId FROM UserPackageLicense WHERE PackageLicense.NamespacePrefix = 'ortoo_qra')  
and Id Not In  
(Select ortoo_qra__User__c from ortoo_qra__Assignment_Group_Member__c where  
ortoo_qra__Owner_Type__c = 'User')
```

Please contact us at support@ortooapps.com for any questions.