GENESYS™

Workbench User's Guide

Workbench Deployment and User Guide

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Welcome to the Genesys Care Workbench User's Guide version 9.3.000.00

Workbench is a consolidated suite of monitoring, testing and troubleshooting tools for your Genesys Engage On-Premise platform.

Workbench endeavours to simplify and accelerate the visibility, understanding and resolution of Genesys Engage On-Premise platform operational issues, empowering you with *insights into reality*.

This document provides you with the following information:

- Workbench Components and Architecture
- Workbench Planning, Deployment and Upgrade procedures
- The usage of Workbench features/functionality
- Workbench Configuration Options
- FAQ's, Limitations, Best Practises