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Workbench User's Guide

[Workbench Overview](#)

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Workbench Overview

Genesys Workbench (WB) 9 is a monitoring, testing, troubleshooting and remediation solution, with a suite of tools to assist with the operational monitoring, management and troubleshooting of Genesys platforms.

Workbench (WB) 9.0 was released February 2020, this WB 9.0 release was a reinvention that endeavours to provide a go-to monitoring, testing, troubleshooting and remediation product which simplifies and accelerates identification and resolution of issues, empowering Genesys customers and partners with valuable operational insights to better manage and support their Genesys Engage platform.

Workbench 9.1 adds an **optional** Metric data ingestion feature (from remote hosts/process - i.e. sip, urs, gvp etc) that enables observability of host and process CPU, Memory, Disk and Network metric data, providing rich insights and analysis capability into host and process metric utilization, performance and trends.

Workbench 9.2 adds an **optional** Anomaly Detection Workbench "Insights" feature that will autonomously and predictively raise anomalies based on outlier analysis of the ingested metric data (CPU, RAM, Disk, Network); details of the Workbench AD feature can be found here: [Workbench Anomaly Detection \(AD\)](#).

Workbench 9.3 adds an Notification Webhook feature that provides a simple and efficient method to send information (currently that information is limited to Active Alarms within Workbench; either Engage [i.e. Host Unavailable] Alarms received from Engage SCS or Workbench [i.e. Channel Monitoring - Call Flow - No Answer] generated) from Workbench, to a customer developed, or external, HTTP[S] endpoint; details of the feature can be found here: [Notification Channels and Workbench Alerts](#).

Workbench 9.3 Key Features:

- A new **Workbench UI** enabling richer Dashboard and Visualization capabilities providing an at-a-glance view of Genesys platform health and status.
- View Genesys Engage "Alarms" via the **Workbench Alarms Console**, complimenting existing products such as Genesys Administrator Extensions (GAX).
- View Genesys Engage "Changes" via the **Workbench Changes Console**, enabling greater context and perspective of Genesys Engage Application Object changes.
- Leverage Workbench **Channel Monitoring** to create and schedule voice test calls to proactively identify potential interaction and routing issues before your customers are impacted; this feature can test Genesys voice call flows ensuring your service is functioning as designed and alerting you when issues are encountered.
 - Workbench Channel Monitoring integrates directly to the Genesys SIP Server and not the SIP Server Proxy
- Take advantage of the Workbench **Remote Alarm Monitoring Service**, when activated, the customers on-premise Workbench instance sends specific Alarms to Genesys Customer Care, this alarm interaction is intelligently routed to a Genesys analyst who will then proactively create a Support Case and will liaise with the customer accordingly to resolve the issue(s); the alarms can also be sent to the Genesys Mobile App if subscribed.

- View "Audits" via the **Workbench Configuration/Auditing Console**, enabling similar context to Changes with added detail such as Workbench Login/Logout events.
- **Ingest Metric data events**, via the Workbench Agent(s), for analysis, troubleshooting and operational insights
- Explore and observe metric data event insights via Workbench Dashboards and Visualizations
- Create your own custom metric data event Dashboards and Visualizations
- Analyze the 'raw' ingested metric data events via the Workbench Discover Console
- Search/filter for particular metrics, components, values etc
- Anomaly Detection **Workbench Insights** feature that will be autonomously and predictively raise anomalies based on the ingested Metric data
- Notification Webhook feature that provides a simple and efficient method to send active alarm events to a customer developed, or external, HTTP[S] endpoint

Important

- Note: currently Workbench 9.x is only compatible with Genesys Engage On-Premise
- Note: future Workbench 9.x roadmap features are subject to change, timescales TBD.

Important

- Workbench High-Availability (HA) is resiliency of event data (via Workbench Elasticsearch) and configuration data (via Workbench ZooKeeper)

Important

- Workbench Agent 8.5 is ONLY for LFMT
- Workbench Agent 9.x is ONLY for Workbench 9.x
- If/when Workbench and LFMT is deployed, both Workbench Agents 8.5 and 9.x would be needed on each remote host
 - The Workbench Agent 8.5 would be required for LFMT to collect log files from the remote hosts (i.e. sip, urs, gvp etc)
 - The Workbench Agent 9.x would be required for Workbench ingestion of data from the remote hosts (i.e. sip, urs, gvp etc)