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Workbench User's Guide

[Downloading Workbench](#)

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Downloading Workbench


Follow these steps to download Workbench:

1. Login to **My Support**.
2. Click **Continue to your Dashboard** button.
3. On the *Dashboard* screen, select the **Apps and Tools** tile.
4. On the *Apps and Tools* screen, select the **Workbench** tile.
5. On the *Genesys Care Workbench* screen, click **Download Workbench** link.
6. On the *Terms and Conditions* screen, click the checkbox to accept the Terms and Conditions, and click **Download**.
7. On the *zip* screen, click **Download** again.

The result of the above is, depending on the target Workbench host(s) Operating System, a locally downloaded:


- **Workbench_9.x.xxx.xx_WINDOWS.zip** file
- **Workbench_9.x.xxx.xx_LINUX.tar.gz** file

Please now review the **Planning** and **Prerequisites** sections of this document before continuing to the Deployment sections.

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Workbench

Delivers a suite of troubleshooting tools that simplify and accelerate the identification and resolution of issues.





Log File Management Tool

Provides a central repository to store index application log files, enabling faster search and retrieval.





Log File Masking Utility

Enables you to scrub log files of sensitive info prior to sending to Customer Care.



Remote Alarm Monitoring with Workbench

Receive notifications when Genesys detects supported critical and major alarms.



Other Tools

Access a variety of additional troubleshooting tools.

