



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workbench User's Guide

Workbench Deployment and User Guide

12/26/2025

Workbench Deployment and User Guide

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