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Workbench User's Guide

Alarm Routing

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Alarm Routing

When Genesys Customer Care receives a Workbench Remote Alarm Monitoring alarm from the customers Workbench instance, the following process is actioned:

- The respective alarm (the supported subset of Genesys Engage alarms ingested by Workbench) is routed to Genesys Customer Care and a Support Case is opened by a Genesys Customer Care Analyst
- The customer provided **Group Email** will receive an email from Genesys Customer Care informing you that an alarm Support Case has been opened
- The Genesys Support Case will follow standard service level targets based on your Genesys Care contract
- Only the Designated Contact can view, manage and close the support case via My Support; however, all members on the group email can provide case updates via email.
- An Alarm notification is sent to you via the Genesys Care Mobile App, if notifications are enabled