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Workbench User's Guide

Alerts

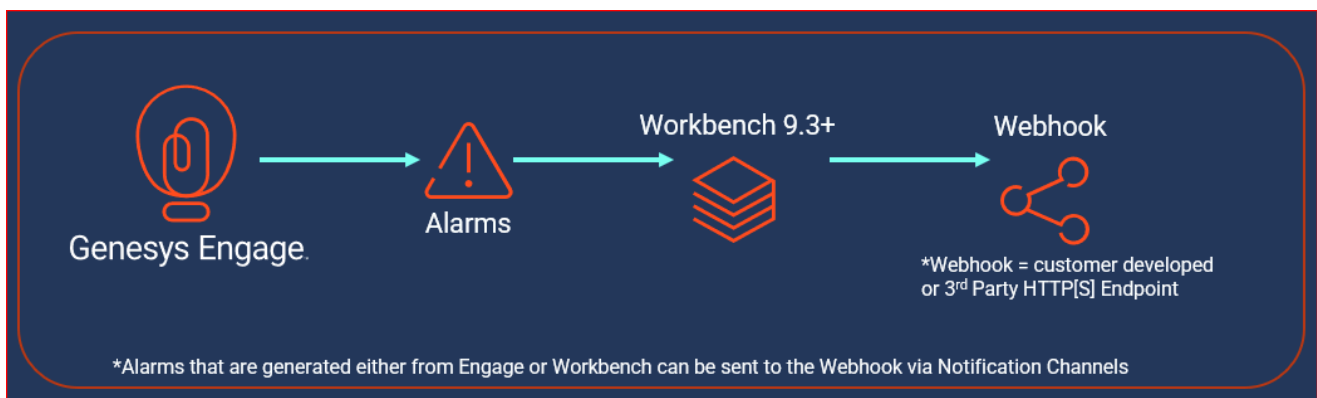
12/14/2025

Alerts

Workbench **Alerts** allows the user to configure the type of Workbench events that should be sent from Workbench, to a service, via Workbench Notification Channels.

Currently Workbench Alerts can be configured to send Genesys Engage On-Premise (i.e. Host Unavailable) and Workbench (i.e. Call Flow - No Answer) **Active Alarms** only.

The diagram below shows the external context of Workbench Alerts sending events to an external system and/or service via the Notification Channels:



The following sections describes how to configure Alerts in Workbench.

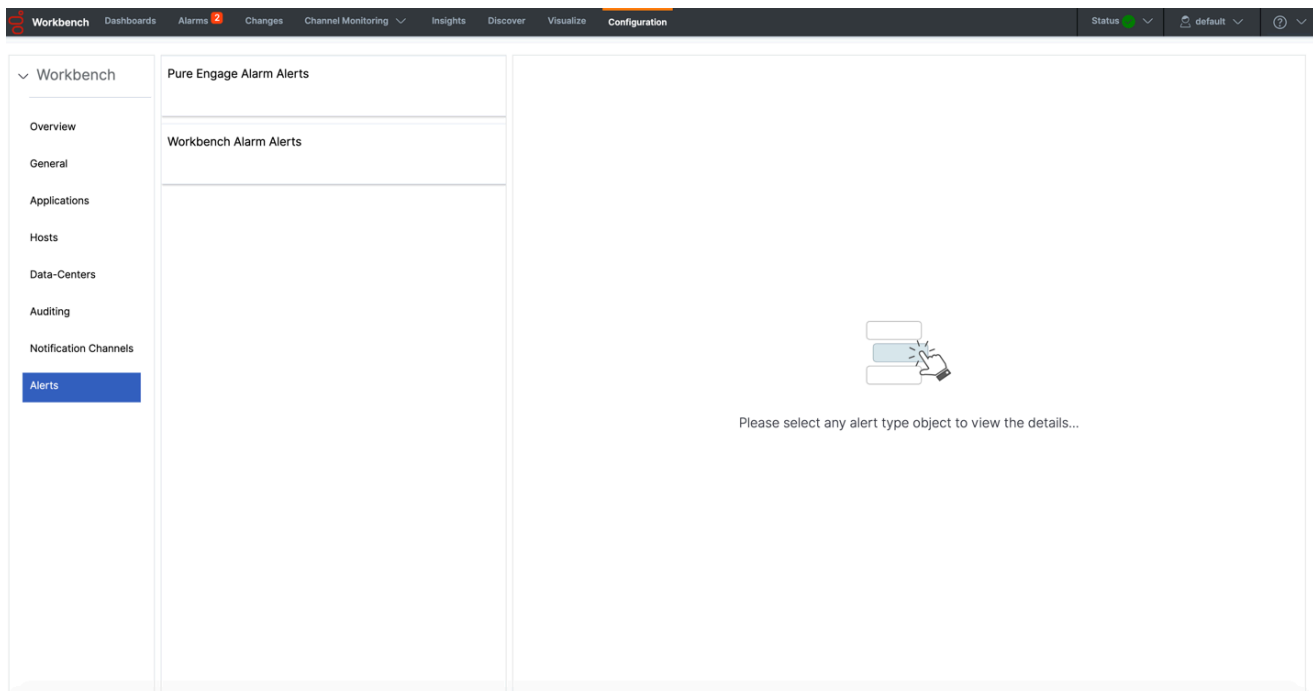
Configuring Alerts

To configure an Alert for the first time:

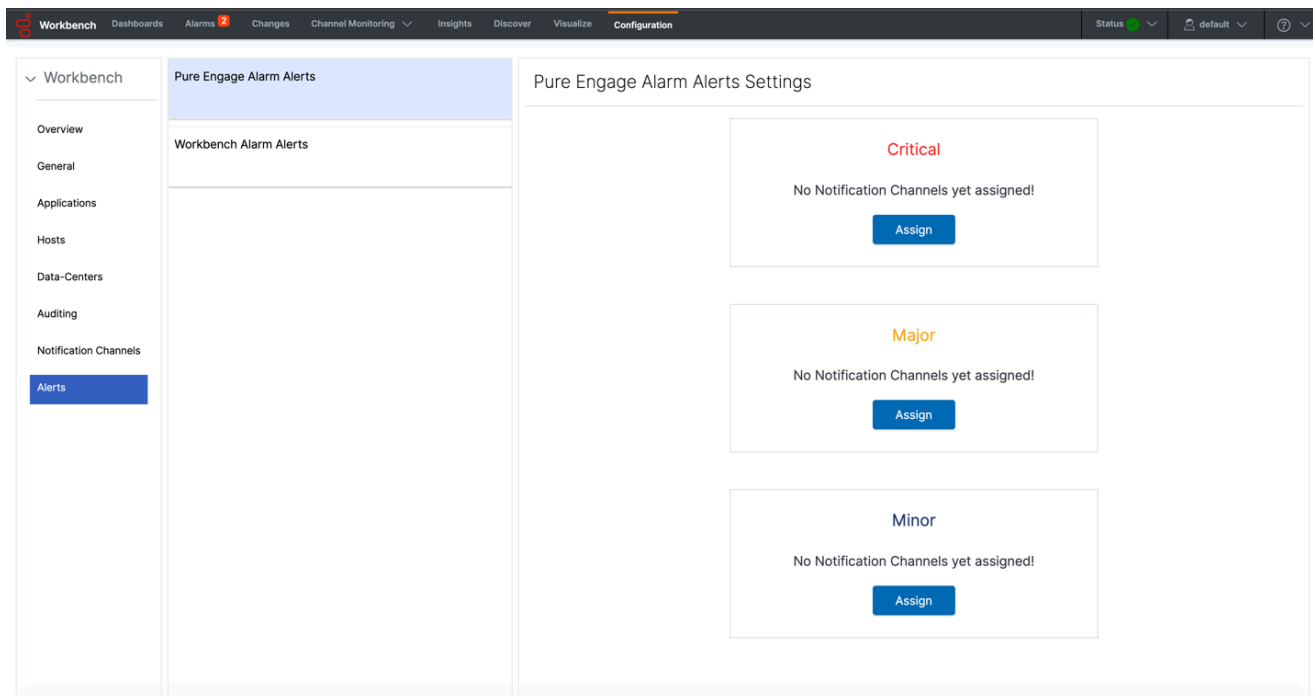
- Navigate to the Workbench 'Configuration Console' on the top menu
- Click the 'Alerts' sub-menu

The following page will be displayed:

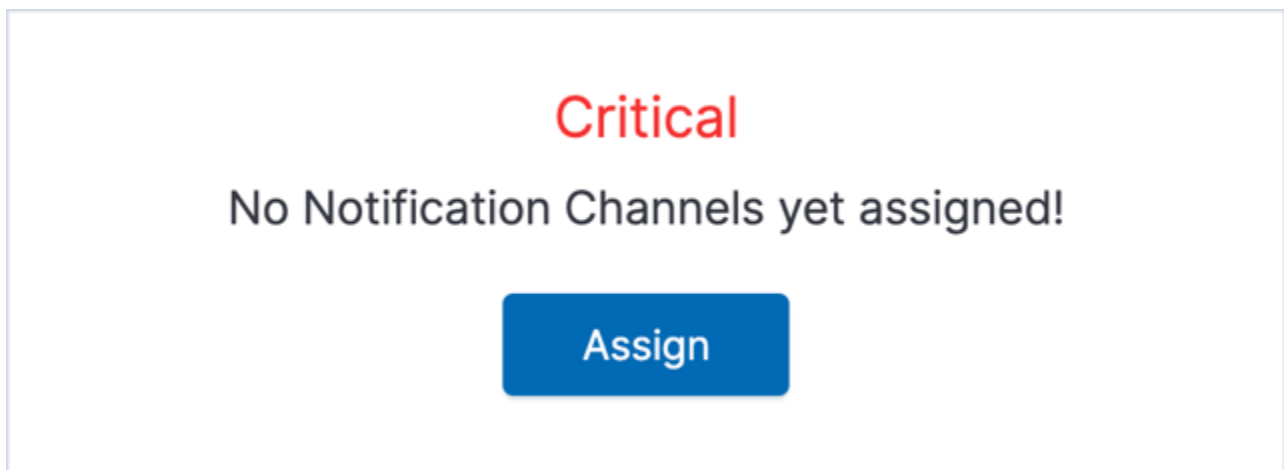
Alerts



- From the middle pane (below), select the type of Alert to be configured - click either "PureEngage Alarm Alerts" or "Workbench Alarm Alerts"



- **PureEngage Alarm Alerts** and **Workbench Alarm Alerts** use the same UI layout
- Therefore, for purposes of this guide, **PureEngage Alarm Alerts** is the example scenario; repeat for "Workbench Alarm Alerts" if/when required
- Alarm Alerts have 3 Severity categories - **Critical**, **Major** and **Minor**
- Each *Critical*, *Major* or *Minor* Severity category can be configured to be associated to **one or more** Notification Channels
- Click the **Assign** button to assign a new Notification Channel(s) for the Critical Severity



- A dialog (below) is presented displaying the list of available Notification Channels that can be selected
 - **One or more** Notification Channels can be selected from the list by clicking on the corresponding row
 - To unselect, click the corresponding row of the already selected Notification Channel
- Once you have all the required Notification Channels selected for the particular Severity, click **Apply** button

Assign Notification Channel(s)

Please click to select an item

Q	Filter options
✓	NC1
✓	NC2
	NC3
	NC4
	NC5
	NC6
	NC7

Cancel

Apply

- Each Alarm category can be Enabled/Disabled individually
- To Enable/Disable transmission of Workbench Alerts, check/uncheck the checkbox displayed at the top of the respective alert section:

Pure Engage Alarm Alerts Settings

☒ **Critical**

(Please click the checkbox to enable/disable the alert)

Assign Notification Channel(s)

Name (Notification Channel) 🔍 ↑	
NC1	×
NC2	×

- The above configuration will now send "Critical Alarms" (received from Engage into Workbench) to the respective Notification Channel(s)
- Repeat the above steps for the "Workbench Alarm Alerts" type and/or also for each "Severity" thereof