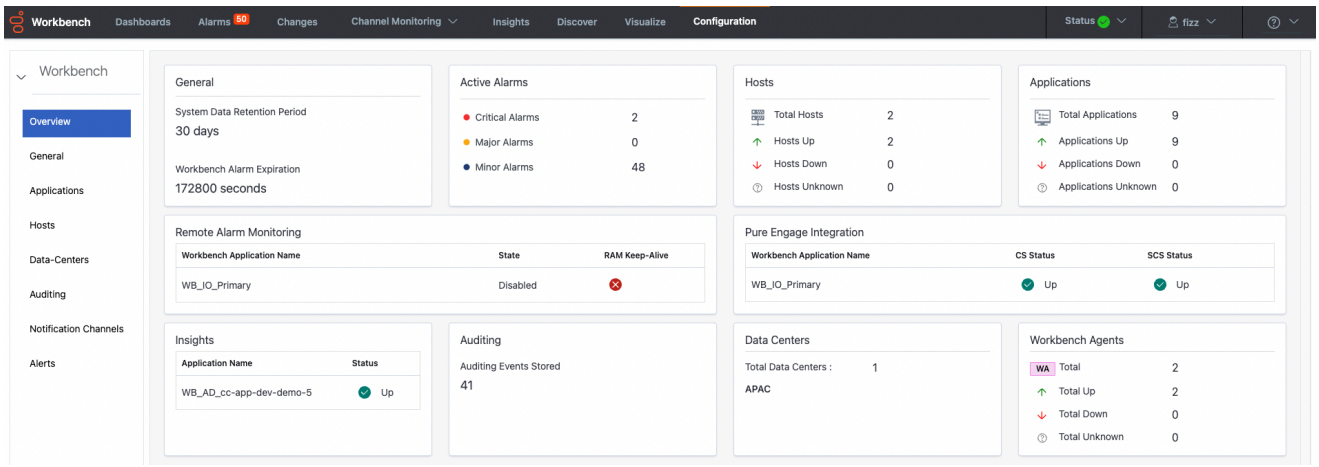
Workbench User's Guide

Workbench Configuration

12/13/2025

Workbench Configuration

The Workbench Configuration Console allows the user to manage, configure and view the state/status of the Workbench components.



The Workbench 'Configuration Console' has the following sub menus:

- **Overview**
  - Gain an at-a-glance overview of the state, status and content of the Workbench components and features
- **General**
  - *System Data Retention Period*
    - this applies to the data stored within Workbench and the duration for which its stored; if this setting is enabled, data will be permanently deleted post this value; the default is Enabled and 30 days
      - Note: Data Retention values not updated in real-time when viewing this page
  - *Alarm Expiration*
    - this applies to the 'Workbench' *Active Alarms* duration, if not resolved, if this setting is enabled, Workbench alarms (not Genesys Engage) will be automatically closed post this value - i.e. to avoid *manually* clearing 100 Channel Monitoring active alarms, they would be automatically cleared post this value; the default is Enabled an 172800 seconds (2 days)
      - Note: Alarm Expiration values not updated in real-time when viewing this page
  - *Session Expiration*
    - this applies to the timeout of sessions; Users will be auto logged out of Workbench if/when a new request is greater than the Session Expiration; if/when the Session Expiration setting is unchecked/disabled, Users will *never* be auto logged out
- **Hosts**

- These are either Workbench hosts or Engage hosts
- Engage hosts will only be present if the Workbench Agent is installed on the respective Engage host (i.e. SIP Server host)
- Only deploy the Workbench Agent on Engage hosts that you wish to ingest metric data (CPU/RAM/DISK/NETWORK) from
- This Configuration section allows read-only *visibility* of Workbench Host Objects
  - The WB Host objects can be:
    - Deleted (i.e. should there be a need to move/re-install Workbench Additional components to a new Host/Server)

Warning

- Use the **Delete** option with extreme caution; please read and uderstand these instructions before progressing.
- This will permanently delete the WB Host Object from the WB UI and also backend configuration
- The WB Delete action will NOT delete the respective binaries from the host; that will be a manual task via the respective host post deleting in the WB UI

Warning

- WB Primary Host deletion is NOT supported - only Workbench **Additional** Hosts/Nodes can be deleted
- Pre-Cluster formation
  - Delete WB Secondary WB Host object from configuration page under Host section
    - **ALL** associated WB component config data will be permanently removed
    - Now and only when the WB Host is deleted, delete the associated Hosts WB Application component config objects one-by-one under Applications section
- Post-Cluster formation WB Host deletion is NOT recommended

- **Applications**
  - In Workbench 9.x there are 8 x Workbench Application Objects:
    - Workbench IO (for WB UI and integration to Genesys Engage including the Channel Monitoring feature)
    - Workbench Agent (for WB status, control and configuration - in WB 9.0 Workbench Agents are ONLY installed on Workbench hosts, not Genesys Engage hosts)
    - Workbench Elasticsearch (for WB storage)

- Workbench Kibana (for WB UI)
- Workbench Logstash (an ETL pipeline primarily relating to Workbench Agent Metric data ingestion)
- Workbench Heartbeat (for WB component health monitoring)
- Workbench Metricbeat (for Host/Process Metric data ingestion in conjunction with the Workbench Agent component)
- Workbench ZooKeeper (for WB configuration)

- This Configuration section allows visibility and managment of the Application Objects above
  - The Application Objects can be:
    - Renamed (i.e. "WB_IO_Primary" to "APAC_WB_IO_P")
    - Edited (i.e. change the *[WB_Kibana_Primary\HTTP Port]* setting from the default *8181* to *9191*)
    - Deleted (not the Workbench Primary host Applications)

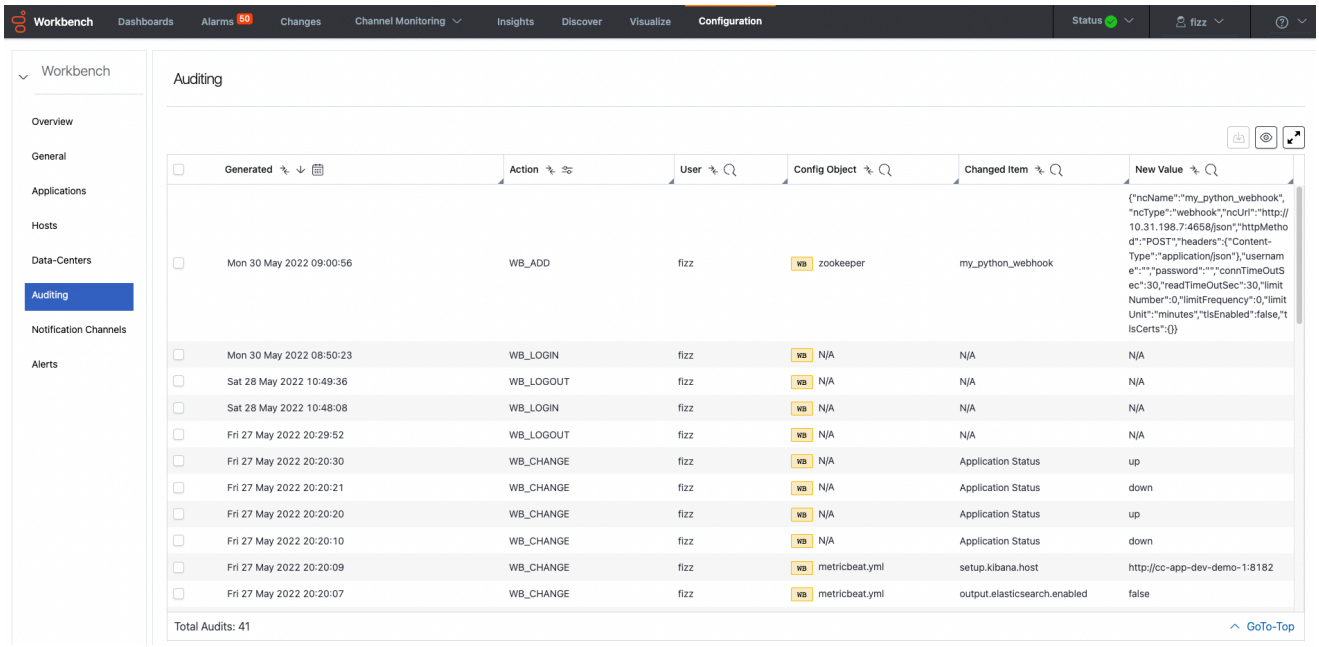
Warning

- Use the **Delete** option with extreme caution; please read and uderstand these instructions before progressing.
- This will permanently delete the WB Application Object from the WB UI and also backend configuration
- If the Workbench IO, Workbench Agent or Workbench Kibana *Application Types* are deleted, **a full re-install** will be required
- The WB Delete action will NOT delete the respective binaries from the host; that will be a manual task via the respective host

Warning

- WB Primary Host deletion is NOT supported - only Workbench **Additional** Hosts/Nodes can be deleted
- Pre-Cluster formation
  - Delete WB Secondary WB Host object from configuration page under Host section
    - **ALL** associated WB component config data will be permanently removed
    - Only when the WB Host object is deleted, delete the associated Hosts WB Application component config objects one-by-one under Applications section
- Post-Cluster formation WB Application deletion is NOT recommended

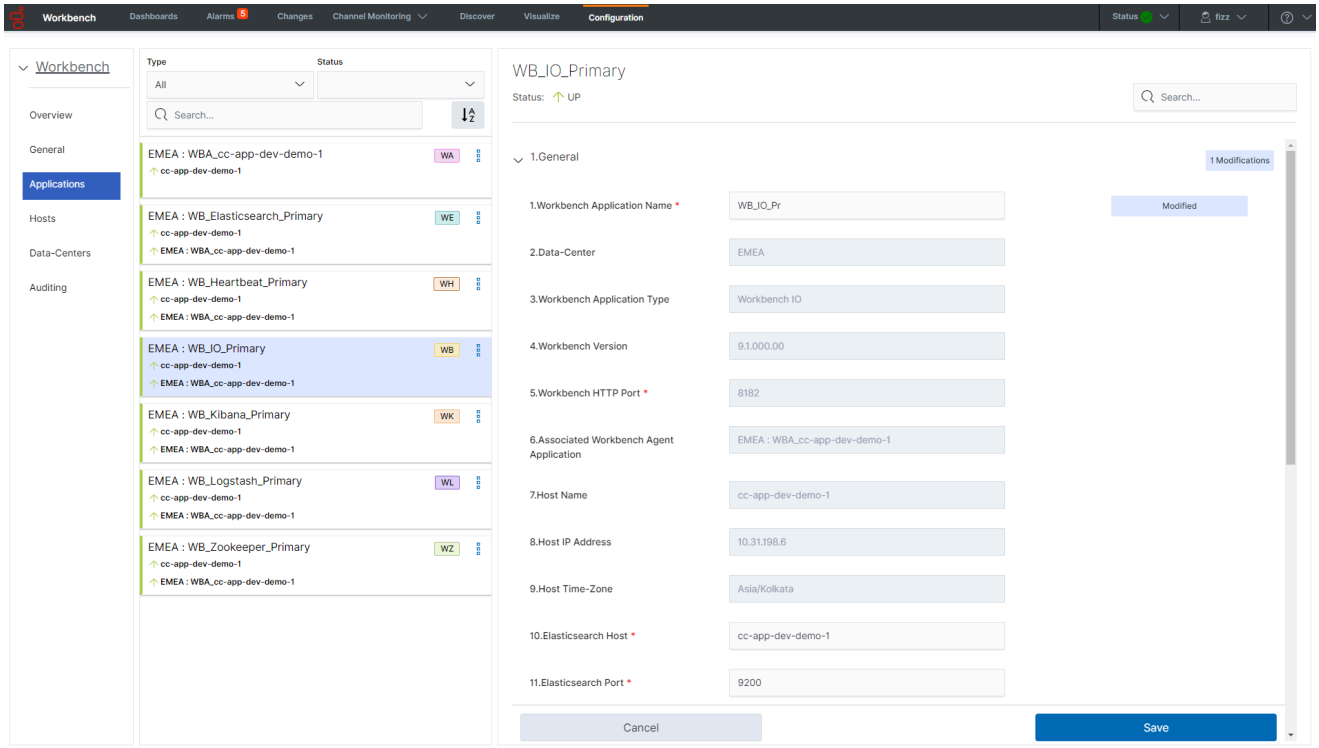
- **Data-Centers**
  - The Data-Center(s) name(s) are provided during WB installation and will be displayed according to the value(s) entered
- **Auditing**
  - The Workbench Audit Console is similar to the Changes Console but also provide visibility of WB User Logins/Logouts; the Audit events will also evolve overtime
    - Note: Audit events are not updated in real-time when viewing this page



Configuration Edit Example

This example below show the "WB_IO_Primary" application being edited:

- The application name is being changed from "WB_IO_Primary" to "WB_IO_Pri"
- There's indication that 1 option/setting and has modified
- The **Save** button is enabled and when the user clicks Save the application will be subseqently renamed.


Workbench
Dashboards
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Channel Monitoring
Discover
Visualize
Configuration
Status
fizz
Workbench
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General
Applications
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Data-Centers
Auditing
Type
All
Status
Search...
EMEA : WBA_cc-app-dev-demo-1
WA
cc-app-dev-demo-1
EMEA : WB_Elasticsearch_Primary
WE
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Heartbeat_Primary
WH
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_IO_Primary
WB
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Kibana_Primary
WK
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Logstash_Primary
WL
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Zookeeper_Primary
WZ
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
WB_IO_Primary
Status: UP
Search...
1.General
1 Modifications
1.Workbench Application Name *
WB_IO_Pr
Modified
2.Data-Center
EMEA
3.Workbench Application Type
Workbench IO
4.Workbench Version
9.1.000.00
5.Workbench HTTP Port *
8182
6.Associated Workbench Agent Application
EMEA : WBA_cc-app-dev-demo-1
7.Host Name
cc-app-dev-demo-1
8.Host IP Address
10.31.198.6
9.Host Time-Zone
Asia/Kolkata
10.Elasticsearch Host *
cc-app-dev-demo-1
11.Elasticsearch Port *
9200
Cancel
Save