Maximize Uptime with Genesys Care Workbench

Genesys Care Workbench provides you with a suite of troubleshooting tools to help simplify and accelerate the identification and resolution of issues in your Genesys environment, empowering you with data, dashboards and targeted searches within our Knowledge Base.

Workbench is included with all qualified PureEngage on-premises Genesys Care support packages including Business Care, Business Care Plus, and Premium Care.

Begin Navigation from the Workbench Main Menu

After login to Workbench, the Main Menu gives you access to three main actions:
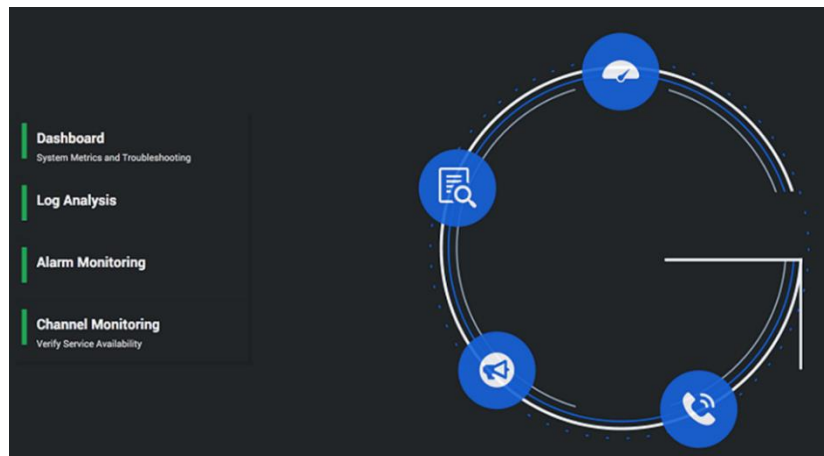

Figure 1: Genesys Care Workbench Main Menu

1. View the **Workbench Dashboard** for an overview of your environment's health and drill down for details
2. Select **Log Analysis** to troubleshoot Genesys product logs
3. Select **Alarm Monitoring** to review details about recent alarms detected *(note: must have Remote Alarm Monitoring service)*
4. Select **Channel Monitoring** to test IVR and contact center call flows or schedule recurring tests to monitor trends

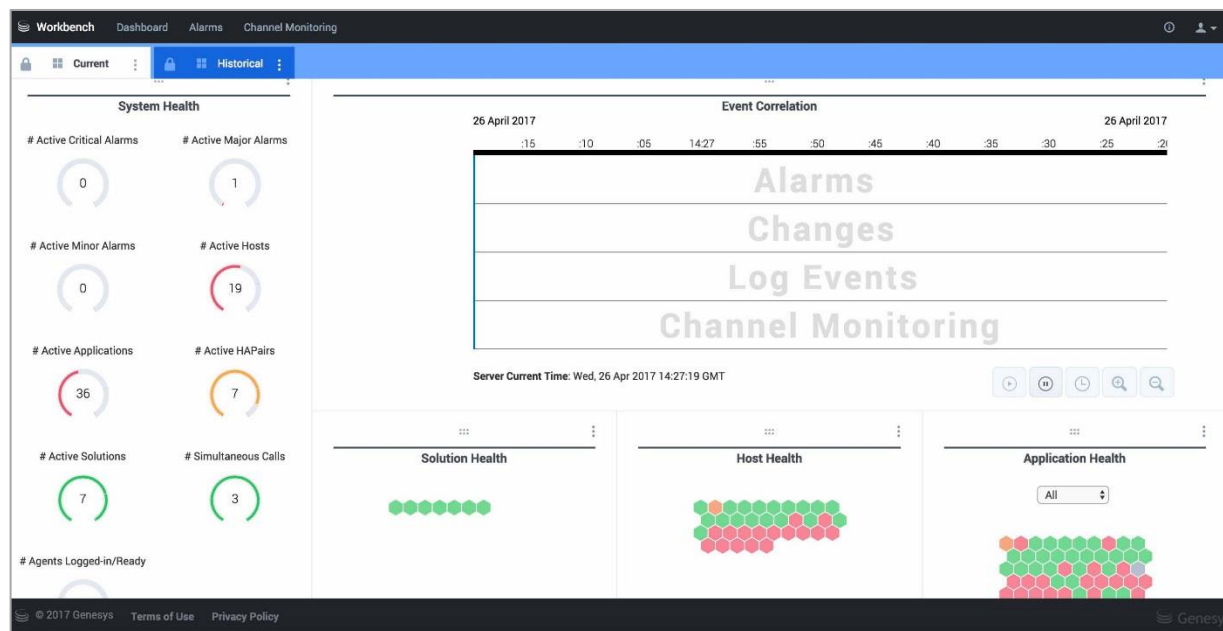## Workbench Dashboard – Your Genesys Solutions in One View

Figure 2: Genesys Care Workbench Dashboard

Selecting **Dashboard** from the Workbench Main Menu will allow you to view the status of your Genesys applications. Immediately you can check overall system health and quickly pinpoint problems. A simple point-and-click interface allows you to drill down for more details.
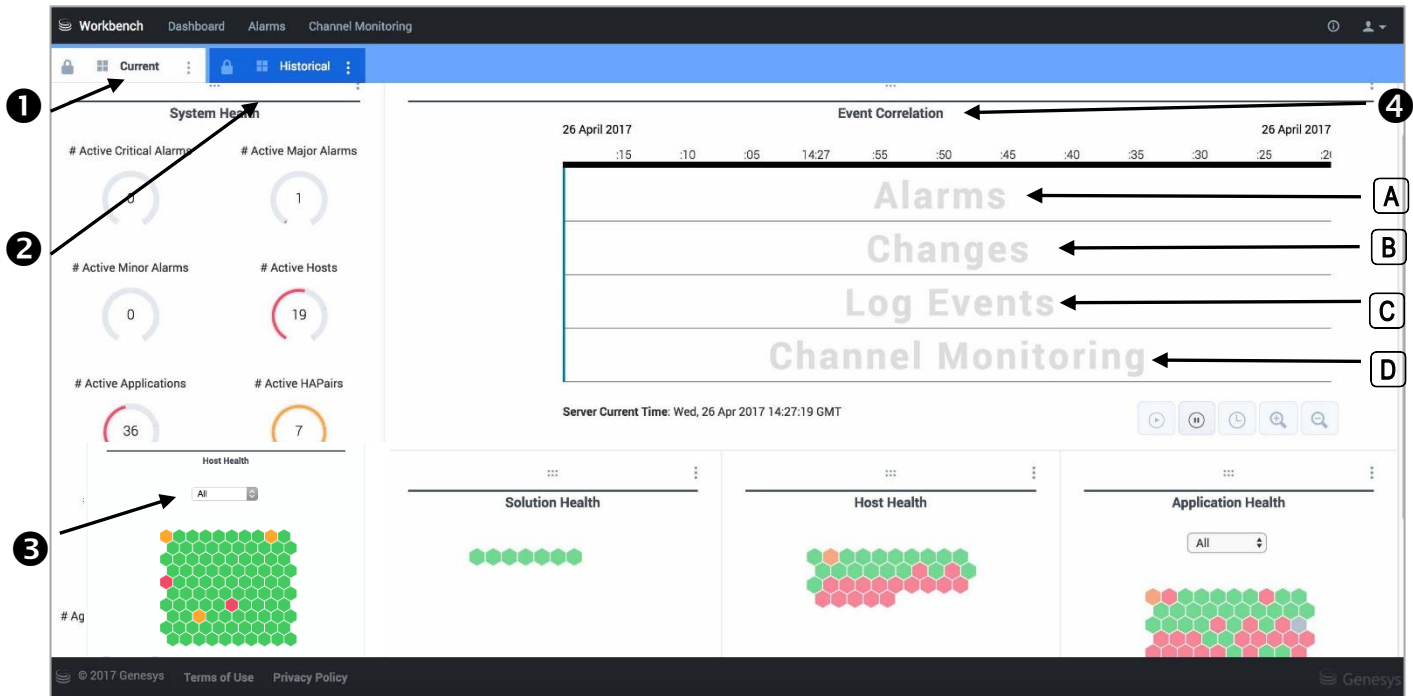
How to Use the Workbench Dashboard

Figure 3: Genesys Care Workbench Dashboard with summary of highlights below

❶ View your network's **Current state** (displays real-time events and constantly refreshes the current view) or view the **Historical events** (previously reported via the Current view).

❷ Current, at-a-glance **System Health** metrics. Select up to 9 metrics to display including Running Applications, Number of Agents Logged-in/Ready, Concurrent Calls in Platform, and Number of Active Alarms.

❸ Use **Heat Maps** to monitor the health of applications, solutions, and hosts in the Genesys environment. Hover on any application or host in a heat map to see multiple metrics about that application or host, and double-click on that item to graph details over time about any available metric.

❹ Track various data sources over the same timeline using the **Event Correlation Display** -- the multi-colored bars in each row indicate the number and severity of events for that data source. Hover over an event for a summary, single-click to see event correlation across data sources, and double-click to drill down for more information on:

Ⓐ **Alarms** from your Genesys environment

Ⓑ Genesys Application Configuration **Changes** occurring in your environment

Ⓒ **Log Events** flagged for troubleshooting (installation of Log File Management Tool required)

Ⓓ **Channel Monitoring** test results

Alarm Monitoring – View Alarms Across Your Environment

	Priority	Status	Alarm Text	Arrival Time	Count	Server	Application
	Major	open	Connection to t-server 'Sip_Ser...	06/24/2016 12:26:29 -0300	3	genesysone-ors	ORS
	Major	closed	Connection to t-server 'Sip_Ser...	06/24/2016 12:27:04 -0300	1	genesysone-ors	ORS
	Major	closed	Connection to t-server 'Sip_Ser...	06/24/2016 12:29:23 -0300	1	genesysone-ors	ORS
	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:26:29 -0300	3	genesysone-rep	CCP_StatServer
	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:27:04 -0300	1	genesysone-rep	CCP_StatServer
	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:29:23 -0300	1	genesysone-rep	CCP_StatServer
	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:26:29 -0300	3	genesysone-rep	CCA_StatServer
	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:27:04 -0300	1	genesysone-rep	CCA_StatServer
	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:29:23 -0300	1	genesysone-rep	CCA_StatServer
	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:26:29 -0300	2	genesysone-urs	Routing_StatServer
	Major	open	Connection to TServer 'Sip_Ser...	06/24/2016 12:27:04 -0300	2	genesysone-urs	Routing_StatServer
	Major	closed	Connection to TServer 'Sip_Ser...	06/24/2016 12:29:23 -0300	1	genesysone-urs	Routing_StatServer

Buttons: Select All, Clear All, Clear Alarms. Pagination: 25 items per page, 1 - 12 of 12 items.

Figure 4: Genesys Care Workbench – Alarm Monitoring Console

Remote Alarm Monitoring* provides you with peace of mind with benefits such as:
- 24/7 live monitoring
- Immediate mobile device notification when an alarm is triggered and alarm details via the Genesys Care Mobile App.
- Supported critical and major alarms are routed to Customer Care.
- A Support Case is opened proactively and follows normal case handling processes
- Customer Care action on any alarm does not stop until you validate the alarm status.
- Proactive Log File Retrieval* allows Genesys Customer Care to retrieve log files for you and more quickly assess issues.
- Alarm details are shown in one view through the Workbench Alarm Console (*Figure 4*).

Using the Alarm Monitoring Console

If you are a Remote Alarm Monitoring subscriber, select Alarm Monitoring from the Workbench Main Menu. From this console *(see Figure 4),* the default view of alarms by date received, but the view can be sorted to your preference. In addition:

- View all supported critical and major alarms from Genesys applications as well as all alarms configured in Solution Control Server (SCS) such as CPU threshold exceeded and disk full.
- Acknowledge alarms in Workbench Alarm Console and have that acknowledgement synched with SCS and vice versa.

*Remote Alarm Monitoring is available to Business Care Plus and Premium Care customers, or as a Flex Care add-on to Business Care.
For Proactive Log File Retrieval, the Log File Management Tool must be deployed and Log File Retrieval Services activated.
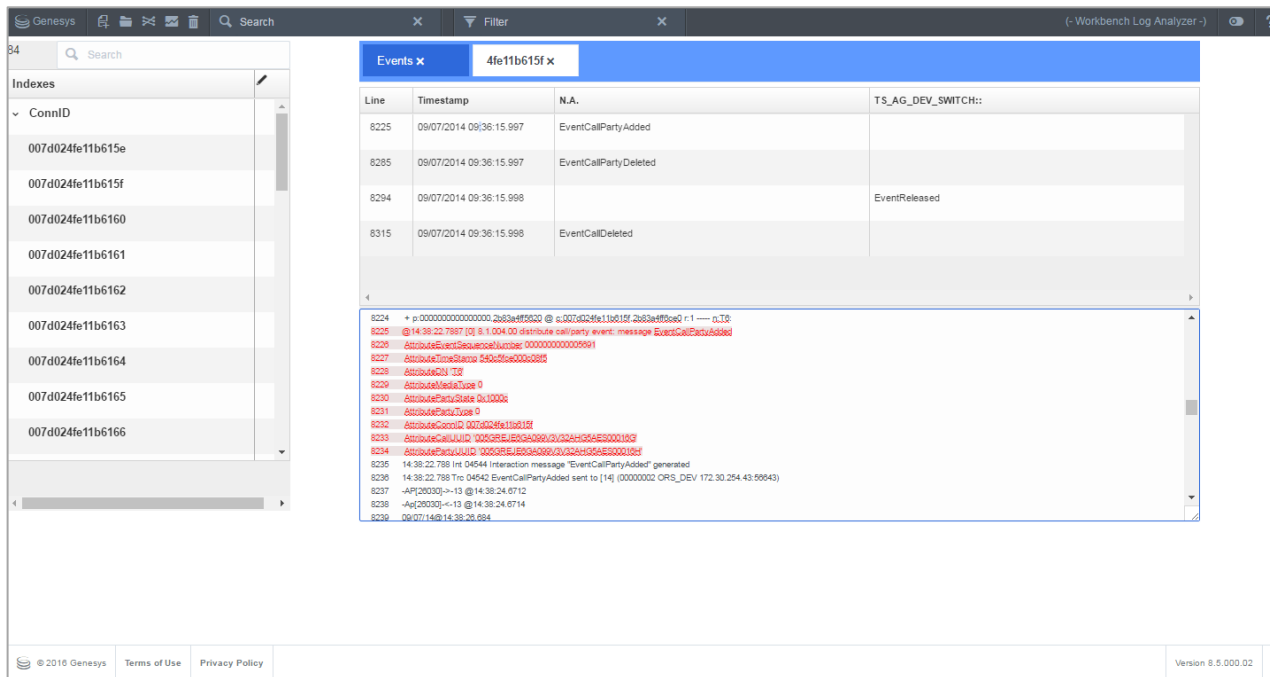
Log Analysis – Issue Troubleshooting via Log Files

Figure 5: Genesys Care Workbench – Log Analysis Console

Using the Log Analysis Console

From the Workbench Main Menu, select Log Analysis to view this console *(see Figure 5)*. The Log Analysis feature of Workbench allows you to use log files for troubleshooting more efficiently. With this tool, you can identify log event sequences and anomalous behavior. Log files you can view include SIP Server, T-Server, and some Genesys Voice Platform (GVP) components.

Log File Management Tool (LFMT)

LFMT provides a central repository for the storage of application log files which are indexed for easy searching, and an easy-to-use interface for retrieving a set of specified log files. Access to log files is essential to troubleshooting and LFMT allows you to quickly upload sanitized files (if configured with the log scrubbing feature) to aid Genesys Customer Care with issue resolution. Currently, LFMT must be installed separately from Workbench. Please login to My Support and select Log File Management Tool from the right-side menu for additional details and to download.

Channel Monitoring – Conduct Voice Tests

Channel Monitoring is immediately available to customers after the successful download and implementation of Workbench *(see Figure 6)*. Customers can:

- Create and run IVR and contact center voice tests to identify potential interaction issues before their customers are impacted
- Schedule recurring test calls to continuously monitor the health of the call processing environment
- Model call flows through IVR menus down to agents

- View the overall status of recent call tests including reports showing call test results, call quality (jitter), and other metrics
- Configure thresholds for various call test parameters and error conditions so that when a configured threshold is exceeded, an alert will be displayed on the Channel Monitoring row of the Workbench Event Correlation widget *(see Figure 3)*
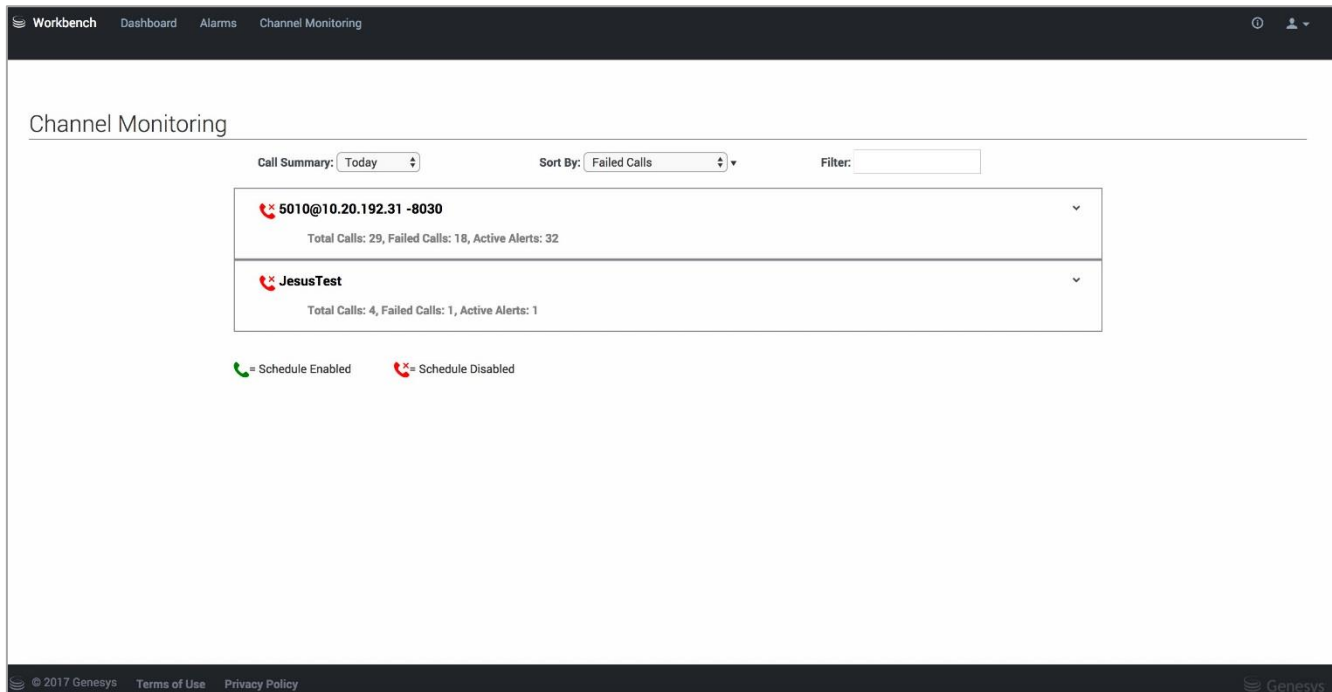

Figure 6: Genesys Care Workbench – Channel Monitoring Console and Call Summary View

Get Started

Genesys Care Workbench can be downloaded after login to My Support. From the Home page, select Workbench from the right-side menu. In addition to the download link, the Workbench page will provide you with technical prerequisites and Workbench resources such as the User Guide and answers to common questions. Please email Genesys Customer Care for more information.