



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

AD Downloading WB Anomaly Detection

5/3/2025

# AD Downloading WB Anomaly Detection


Follow these steps to download Workbench:

1. Login to **My Support**.
2. Click **Continue to your Dashboard** button.
3. On the *Dashboard* screen, select the **Apps and Tools** tile.
4. On the *Apps and Tools* screen, select the **Workbench** tile.
5. On the *Genesys Care Workbench* screen, click **Download Workbench AD** link.
6. On the *Terms and Conditions* screen, click the checkbox to accept the Terms and Conditions, and click **Download**.
7. On the *zip* screen, click **Download** again.

The result of the above is, depending on the target Workbench host(s) Operating System, a locally downloaded:


- **AD\_9.x.xx.xx\_WINDOWS.zip** file
- **AD\_9.x.xxx.xx\_LINUX.tar.gz** file

Please now review the **Planning** section of this document before continuing to the Deployment sections.

 **GENESYS™** | My Support

[My Cases](#) [Dashboard](#) [Announcements](#) [FAQ](#) [Documentation](#) [Contact Us](#)



**My Support | PureEngage On-Premises | Apps & Tools**

Search Here 

### Apps & Tools



**Mobile App**

Download the Mobile App to get My Support on your mobile device.





**Workbench**

Delivers a suite of troubleshooting tools that simplify and accelerate the identification and resolution of issues.





**Log File Management Tool**

Provides a central repository to store index application log files, enabling faster search and retrieval.





**Log File Masking Utility**

Enables you to scrub log files of sensitive info prior to sending to Customer Care.



**Remote Alarm Monitoring with Workbench**

Receive notifications when Genesys detects supported critical and major alarms.



**Other Tools**

Access a variety of additional troubleshooting tools.

