GENESYS™

Workbench User's Guide

Alarm Console

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Alarm Console

The Workbench Alarm is a dedicated console that displays a real-time statistics summary of active alarms, as well as a real-time data-table of active and historic alarms.

The statistics summary displays Total, Critical, Major and Minor metrics for:
All Source Active Alarms, from Workbench and Genesys Engage
Workbench Active Alarms, from only Workbench
Genesys Engage Active Alarms, from only Genesys Engage

The real time data-table displays the below listed details of all alarms, be those active or closed. Every column is provided with a sorting/searching option based on its data type, which makes the alarm identification much easier.

- The different data information of an alarm is segregated as columns in the data-table.

    - **Generated** - The date and time of an alarm generation.

        - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone

    - **Status** - Indicates if the alarm event status is Active/Closed.

    - **Severity** - Denotes the severity of the alarm event. It can be Critical, Major or Minor.

    - **Alarm Message** - The message about the alarm event in text format.

    - **Host** - The name of the Host/Server associated to the alarm event.

    - **Application** - The name of the application associated to the alarm event.

    - **Data-Center** - The name of the Data-Center associated to the alarm (Workbench only not Engage) event.

    - **Sent to RAM Service** - The date and time by when the alarm event was sent to the Genesys Remote Alarm Monitoring (RAM) Service.

    - **Expiration** - The time (in seconds) by when the alarm event will automatically expire/clear.

    - **Cleared** - The date and time at when the alarm event was cleared.

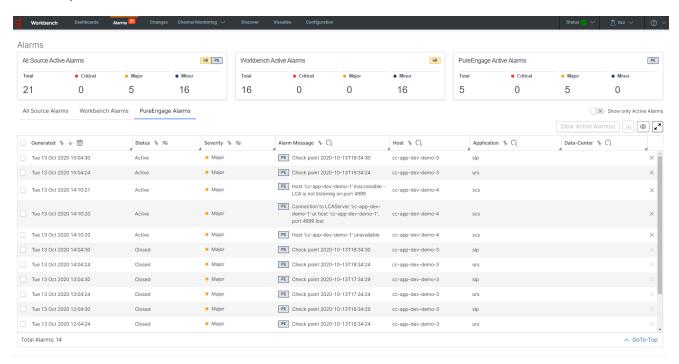   - **ID** - The internal ID of the alarm event.

The real time data-table is also equipped with the following buttons for easy sort, filter and export options.

- Show only Active Alarms - A filter to show only the active alarms available

- Clear Active Alarm: a DataTable row icon to Close/Clear a single Alarm

- Clear Active Alarm(s): a button to Close/Clear multiple/selected (max 200 at a time) active Alarm

- Export - Gives the option to export the data-table in either PDF or Excel format

- Column Visibility - Gives the option to show/hide the columns that you prefer.

- Normal/Full-Screen - To toggle between the normal and full screen mode.

- Column Reordering - Allows to move columns left or right within the data-table.
- Column Search/Filter - Filter data-table events based on Date & Time, drop-down filter or text searches
- Column Sort
    - 'Generated' and 'Sent to RAM Service'

An example Workbench **Alarm Console** shown below:

Alarm Console and Workbench Data-Center Synching

Important

- Post a Workbench Data-Center sync, **only Active Alarms** will be synced; Engage Alarms are not synched because each Workbench Data-Center IO component has it's own integration to the Engage Solution Control Server (SCS) component and therefore synching is not required.

Alarm Console Counters

> **Important**
>
> - If/when bulk Alarms are cleared via GA/GAX/SCI there may be a slight delay in the Workbench Alarm Counter updates