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Workbench User's Guide

Alarm Console

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.

Alarm Console

- 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:

The screenshot displays the Workbench Alarm Console interface. At the top, there's a navigation bar with tabs: Dashboards, Alarms (21), Changes, Channel Monitoring, Discover, Visualize, and Configuration. Below this, there are three summary cards for 'All Source Active Alarms', 'Workbench Active Alarms', and 'PureEngage Active Alarms'. Each card shows counts for Total, Critical, Major, and Minor alarms. Below the summary cards, there's a table of active alarms. The table has columns: Generated, Status, Severity, Alarm Message, Host, Application, and Data-Center. The table lists 14 alarms, with 5 being active and 9 being closed. The active alarms are all Major severity. The table also includes a 'Total Alarms: 14' summary at the bottom left and a 'GoTo-Top' link at the bottom right.

Generated	Status	Severity	Alarm Message	Host	Application	Data-Center
Tue 13 Oct 2020 15:04:30	Active	Major	Check point 2020-10-13T19:34:30	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 15:04:24	Active	Major	Check point 2020-10-13T19:34:24	cc-app-dev-demo-3	urs	
Tue 13 Oct 2020 14:10:21	Active	Major	Host 'cc-app-dev-demo-1' inaccessible - LCA is not listening on port 4999	cc-app-dev-demo-4	scs	
Tue 13 Oct 2020 14:10:20	Active	Major	Connection to LCAServer 'cc-app-dev-demo-1' at host 'cc-app-dev-demo-1', port 4999 lost	cc-app-dev-demo-4	scs	
Tue 13 Oct 2020 14:10:20	Active	Major	Host 'cc-app-dev-demo-1' unavailable	cc-app-dev-demo-4	scs	
Tue 13 Oct 2020 14:04:30	Closed	Major	Check point 2020-10-13T18:34:30	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 14:04:24	Closed	Major	Check point 2020-10-13T18:34:24	cc-app-dev-demo-3	urs	
Tue 13 Oct 2020 13:04:30	Closed	Major	Check point 2020-10-13T17:34:29	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 13:04:24	Closed	Major	Check point 2020-10-13T17:34:24	cc-app-dev-demo-3	urs	
Tue 13 Oct 2020 12:04:30	Closed	Major	Check point 2020-10-13T16:34:29	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 12:04:24	Closed	Major	Check point 2020-10-13T16:34:24	cc-app-dev-demo-3	urs	

Alarm Console and Workbench Data-Center Syncing

Important

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