

GENESYS

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Workbench User's Guide

Anomaly Detection (AD)

Anomaly Detection (AD)

Workbench Anomaly Detection (AD) "Insights" will be autonomously and predictively raised, via the dedicated "Insights" Console, based on the dynamic Anomaly Detection model of the ingested metric data received from Hosts/Processes, via the Workbench Remote Agent (WAR) applications that are installed on the Genesys Application servers (i.e. sip, urs, gvp etc etc).

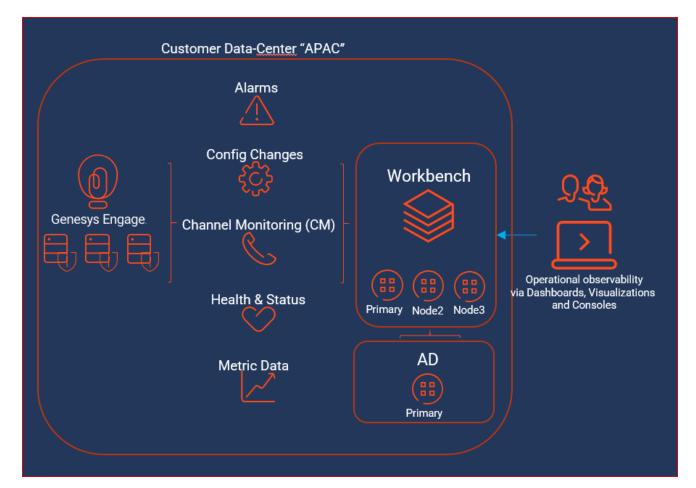
Workbench Insights Active Insights:(100) 26 30 44 Max. Anomaly Score Insights Count Refresh C Refresh උ Mar Apr Mav Mar May Mon ---------------------None 1-25% 26-50% 51-75% 76-100% None 1-13 13-26 26-39 > 39 Show only Active Insights Clear Active Insight(s) 🗌 Generated 🧎 🗸 🛗 Status 🧎 🗠 Severity 🔆 😂 Insight Message 🤾 📿 Host ≯ () Application 🛬 📿 Data-Center Spike detected during last 60 seconds. 29% increase Tue 06 Jul 2021 22:37:40 Active Minor test hostname host DC1 compared to the last 23 hours Spike detected during last 60 seconds. 65% increase Tue 06 Jul 2021 12:19:40 Major Active test_hostname host DC1 compared to the last 21 hours. Spike detected during last 60 seconds. 29% increase Mon 05 Jul 2021 02:53:41 Active Minor test hostname host DC1 compared to the last 23 hours Spike detected during last 60 seconds. 65% increase Sun 04 Jul 2021 16:35:41 Major test_hostname DC1 Active host compared to the last 21 hours. Spike detected during last 60 seconds. 99% increase Sun 04 Jul 2021 10:53:40 Active Minor test_hostname host DC1 compared to the last 19 hours Spike detected during last 60 seconds. 99% increase Fri 02 Jul 2021 15:09:41 Active Minor test_hostname host DC1 X Total Insights: 103 ∧ GoTo-Top

AD Insights Console

Important

• Please review Using AD for more details on using the AD feature of Workbench

Example AD Architecture



Important

• Please review AD Architecture Examples for more details on AD architectures.