GENESYS

Workbench User's Guide

Changes Console

4/9/2025

Changes Console

The Workbench Configuration **Changes** Console is a dedicated console that displays a real-time statistics summary as well as a data-table of historic Workbench and Genesys Engage Configuration Changes.

> ## Important
>
> - Currently Workbench is limited to tracking/displaying Genesys Engage CME **Host**, **Application** and **Solution** objects only; all other CME objects are not monitored by Workbench

The statistics summary being Configuration Changes that occured Today, Yesterday, This Week, Last Week, This Month, Last Month for:

- All Source Changes; Changes from Workbench and Genesys Engage
- Workbench Changes; Changes only from Workbench
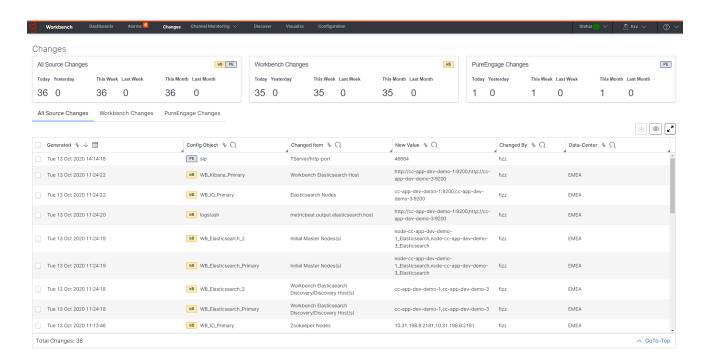- Genesys Engage Changes; Changes only from Genesys Engage

The Changes Console also provides a real time data-table of historic Changes, from either Workbench and Genesys Engage (All Source Changes), Workbench only Changes or Genesys Engage only Changes; the Changes data-table provides the following functionality:

- Columns
    - **Generated** - the generation DateTime of this Change event
        - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone
    - **Config Object** - the particular Object of this Change event
    - **Changed Item** - the Item of this Change event
    - **New Value** - the new value of this Change event
    - **ChangedBy** - the User who actioned the change
    - **Data-Center** - the associated Data-Center
    - **ID** - the internal ID of this Change event
    - **DB ID** - the internal DB ID of this Change event
- Export
    - PDF or XLS
- Column Visibility

- Show/Hide columns
- Normal/Full-Screen
- Column Reordering
  - move columns left or right within the data-table
- Column Search/Filter
  - Filter data-table events based on DateTime, drop-down or text searches
- Column Sort
  - 'Generated' and 'Sent to RAM Service

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

Changes Console **ChangedBy** field for Genesys Engage Changes

For the Changes Console **ChangedBy** field to be accurate (not "N/A"), the following Genesys Engage configuration is required:

- A connection from the respective Genesys Engage Configuration Server or Configuration Server Proxy to

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the Genesys Engage Message Server that Workbench is connected to.

- If not already, **standard=network** added to the **log** section of the Configuration Server or Configuration Server Proxy that Workbench is connected to.

Changes Console and Workbench Data-Center Synching

> ### Important
>
> - Post a Workbench Data-Center sync, existing Workbench Changes will be synced based on the Workbench Retention Period; Engage Changes will not be synched because each Workbench Data-Center IO component has it's own integration to the Engage Configuration/Message Server components and therefore synching is not required.

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