

GENESYS

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Workbench User's Guide

CM Call Flow Alarms

4/30/2025

CM Call Flow Alarms

Workbench Alarms can and are assigned by default to each Call Flow

If/when a Call Flow encounters an issue, a Workbench Alarm will be raised accordingly.

These Channel Monitoring Alarms can be viewed via the Alarms Console and/or via Channel Monitoring Reports.

Please use the following steps to assign/configure Call Flow Alarms:

- 1. Select **Channel Monitoring > Call Flows** from the Workbench navigation bar.
 - 1. The existing Call Flows will be displayed in the Call Flow Summary table.
- 2. To edit a particular Call Flow, select the **Pencil** button on that specific Call Flow row.
 - 1. The Edit Call Flow page is displayed; the properties of the selected Call Flow will be populated accordingly.
- 3. Select the **Alarms** tab
 - 1. The default settings are displayed; ALL Alarm types are enabled by default
- 4. The Alarm type modification parameters being:
 - 1. Enable
 - 2. Disable
 - 3. Severity
 - 4. Threshold (if applicable)
- 5. Once complete, click the Save or Save & Close button.

Call Flow Alarms Example

The example image below details the Alarms options for Call Flows:

CM Call Flow Alarms

Channel Monitoring - Call Flows					
all Flow Name *	Call Flow Application * Data	Center			
3999_to_2002	WB_IO_Primary(Asia/Kolkata)	EA		Cancel Save	Save & Close
General Schedule Alarms					
Unexpected Hang-up ⑦	🗹 No Answer 💿	Account Authentie	cation Failed 💿	Media Send Error (*)	
Alarms Severity Minor V	Alarms Severity Minor V	Alarms Severity Mi	nor 🗸	Alarms Severity Minor 🗸	
Registrar Connection Failed	Receive Media Timeout (2)	Jitter Warning	0	Max Call Time Exceeded ①	
		Low Alarm Severity	10	Low Alarm Severity 200	
Alarms Severity Minor 🗸	Alarms Severity Minor 🗸	High Alarm Severity	20	High Alarm Severity 400	
		Critical Alarm Severity	40	Critical Alarm Severity 600	
☑ Wait for Agent Response ②	Unknown Error 💿	No Call Setup	0	✓ Media Match Fail ⑦	
Low Alarm Severity 5					
High Alarm Severity 9	Alarms Severity Minor X	Alarms Severity Mi	inor X	Alarms Savarity Minor X	
Critical Alarm Severity 12	Additio Sevency	Alama Sevency		Alarina Sevency Million -	
	[
✓ Wait Failed ⑦					