

GENESYS

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Workbench User's Guide

Alerts

Alerts

Workbench **Alerts** allows the user to configure the type of Workbench events that should be sent from Workbench, to a service, via Workbench Notification Channels.

Currently Workbench Alerts can be configured to send Genesys Engage On-Premise (i.e. Host Unavailable) and Workbench (i.e. Call Flow - No Answer) **Active Alarms** only.

The diagram below shows the external context of Workbench Alerts sending events to an external system and/or service via the Notification Channels:



The following sections describes how to configure Alerts in Workbench.

Configuring Alerts

To configure an Alert for the first time:

- Navigate to the Workbench 'Configuration Console' on the top menu
- Click the 'Alerts' sub-menu

The following page will be displayed:

Alerts

Workbench Dashboards	Alarms 2 Changes Channel Monitoring \vee Insights Dis	scover Visualize	Configuration		Status 🧕 🗸	$\stackrel{?}{_{\sim}}$ default \checkmark	@ ~
√ Workbench	Pure Engage Alarm Alerts						
Overview General	Workbench Alarm Alerts						
Applications Hosts							
Data-Centers							
Auditing							
Alerts			Please select any	alert type object to view the details.			

 From the middle pane (below), select the type of Alert to be configured - click either "PureEngage Alarm Alerts" or "Workbench Alarm Alerts"

Workbench Dashboards Alarms 2 Changes Channel Monitoring \checkmark Insights Disc	over Visualize Configuration	Status 🌎 🗸	$\underline{\circ}$ default \checkmark	@ ~
V Workbench Pure Engage Alarm Alerts	Pure Engage Alarm Alerts Settings			
Overview Workbench Alarm Alerts General Applications Hosts	Critical No Notification Channels yet assigned! Assign			
Data-Centers Auditing Notification Channels Alerts	Major No Notification Channels yet assigned! Assign			
	Minor No Notification Channels yet assigned! Assign			

- PureEngage Alarm Alerts and Workbench Alarm Alerts use the same UI layout
- Therefore, for purposes of this guide, **PureEngage Alarm Alerts** is the example scenario; repeat for "Workbench Alarm Alerts" if/when required
- Alarm Alerts have 3 Severity categories Critical, Major and Minor
- Each *Critical, Major* or *Minor* Severity category can be configured to be associated to **one or more** Notification Channels
- Click the Assign button to assign a new Notification Channel(s) for the Critical Severity

Critical

No Notification Channels yet assigned!

Assign

- A dialog (below) is presented displaying the list of available Notification Channels that can be selected
 - **One or more** Notification Channels can be selected from the list by clicking on the corresponding row
 - To unselect, click the corresponding row of the already selected Notification Channel
- Once you have all the required Notification Channels selected for the particular Severity, click Apply button

Assign Notification Channel(s)

Please click to select an item

Q Filter option	าร	
✓ NC1		
V NC2		
NC3		
NC4		
NC5		
NC6		
NC7		
	Cancel	Apply

- Each Alarm category can be Enabled/Disabled individually
- To Enable/Disable transmission of Workbench Alerts, check/uncheck the checkbox displayed at the top
 of the respective alert section:

Pure Engage Alarm Alerts Settings

Critical

Assign Notification Channel(s)

(Please click the checkbox to enable/disable the alert)

Name (Notification Channel) (\uparrow	
NC1	×
NC2	×

- The above configuration will now send "Critical Alarms" (received from Engage into Workbench) to the respective Notification Channel(s)
- Repeat the above steps for the "Workbench Alarm Alerts" type and/or also for each "Severity" thereof