



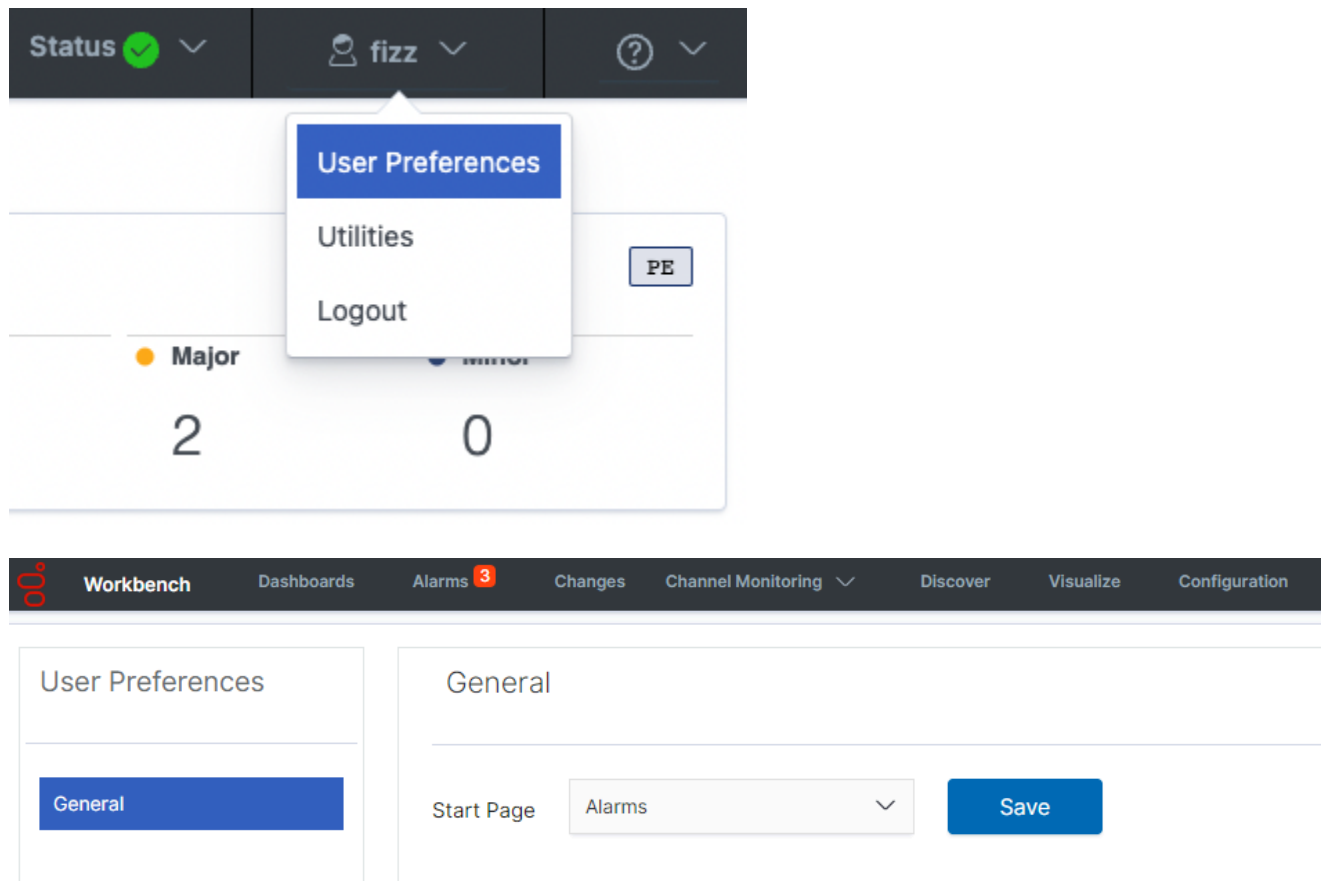
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Workbench User's Guide

Workbench User Preferences

Workbench User Preferences

Workbench enables users to configure their **Start Page** via the User/User Preferences navigation bar option.



The Workbench **Start Page** options being:

- Home Dashboard
- Dashboards
- Alarms
- Changes
- Channel Monitoring
- Insights
- Discover
- Visualize

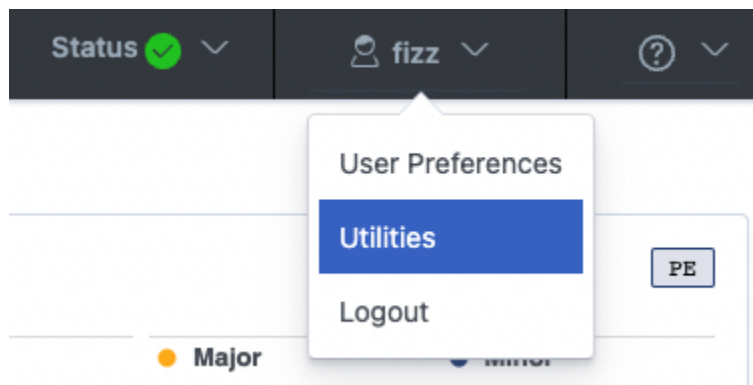
- Configuration

By default the Workbench **Start Page** is a shipped **Genesys Home** Dashboard displaying information such as:

- Workbench Status Summary
- Workbench Hosts Status Summary
- Workbench Application Summary
- Workbench Agent Status Summary
- Workbench to Genesys Engage Integration Summary
- Workbench Data-Center Summary
- Workbench Remote Alarm Monitoring (RAM) Status Summary
- Workbench General Information Summary

Utilities

Workbench 9.3+ has an "Utilities" option under User Preferences.



This Utilities option (Admin Users only) may be used to collect diagnostic data when troubleshooting Workbench issues.