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Workbench User's Guide

AD Dashboards

4/22/2025

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AD Dashboards

Installing the Workbench Anomaly Detection feature enables two additional example Dashboards in Workbench.

These example Dashboards provide an at-a-glance view of **AD Insights Summary** and **AD Component Status** details.

Dashboards

Create dashboard

Search...

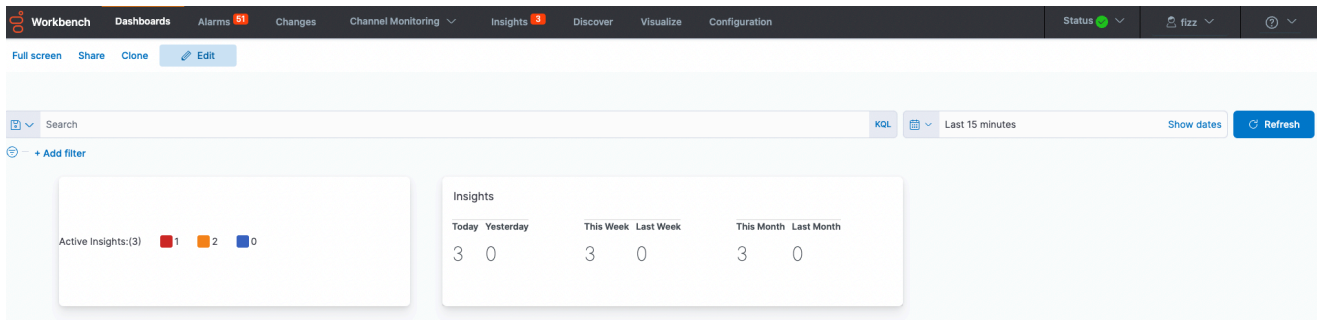
Tags

Title	Description	Tags	Actions
_Genesys Alarms Example	Sample dashboard for Genesys Alarms		
_Genesys Applications Example	Sample Dashboard for Genesys Applications		
_Genesys Changes Example	Sample Dashboard for Genesys Changes		
_Genesys Channel Monitoring Example	Sample Dashboard for Genesys Channel Monitoring		
_Genesys HA Pairs Example	Sample Dashboard for Genesys HA Pairs		
_Genesys Home	Genesys Workbench Home Dashboard		
_Genesys Hosts Example	Sample Dashboard for Genesys Hosts		
_Genesys Insights Status Example	Sample Dashboard for Genesys Insights Status		
_Genesys Insights Summary Example	Sample Dashboard for Genesys Insights Summary		
_Genesys Metrics Overview Example	Sample Dashboard for Genesys Metrics Overview		
_Genesys Remote Alarm Monitoring Example	Sample Dashboard for Genesys Remote Alarm Monitoring		

_Genesys Insights Summary Example Dashboard

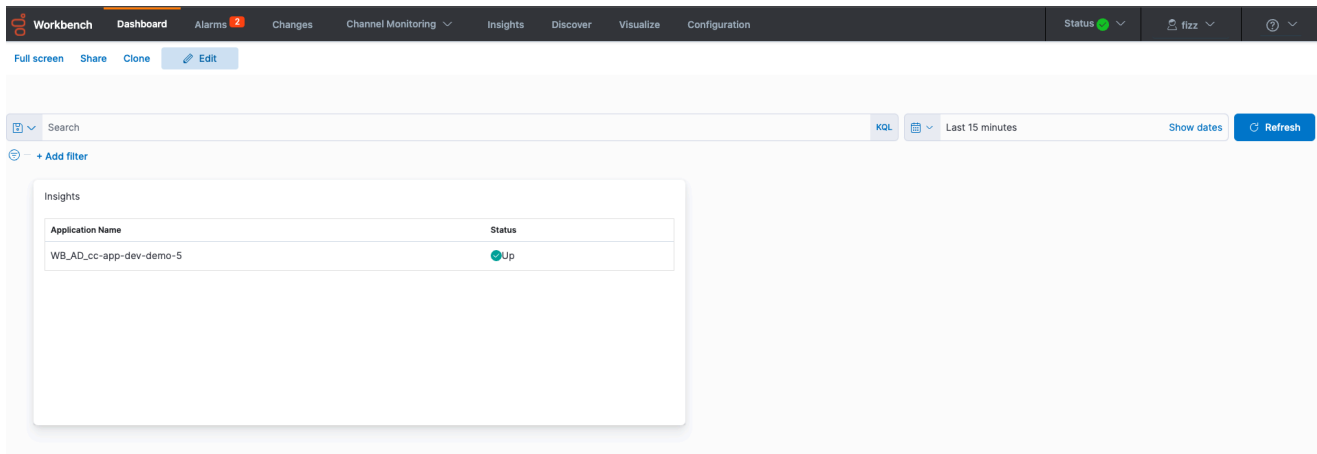
This example dashboard includes the following real-time Visualizations:

- [_Genesys_Insights_Summary](#) - a view of Active *Critical*, *Major* and *Minor* Insights
- [_Genesys_#_of_Insights_Summary](#) - a view of Insights raised *Today/Yesterday*, *This Week/Last Week* and *This Month/Last Month*



_Genesys_Insights_Status Example Dashboard

This example dashboard includes an AD Insights component *Status* Visualization to show the real-time status of the AD component(s).



Considerations

Important

- From WB 9.3+ the Dashboards/Visualizations do not update by default in real-time
- Use the 'Quick Select' feature below to 'Start' auto Refresh functionality of Dashboards/Visualizations

The screenshot shows the AD Dashboards interface. At the top, there is a date range selector set to "Last 15 minutes", a "Show dates" button, and a "Refresh" button. A dropdown menu is open, showing various options for date ranges and refresh settings. The dropdown is divided into sections: "Quick select", "Commonly used", "Recently used date ranges", and "Refresh every".

Quick select

Last	15	minutes	Apply
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Commonly used

Today	Last 24 hours
This week	Last 7 days
Last 15 minutes	Last 30 days
Last 30 minutes	Last 90 days
Last 1 hour	Last 1 year

Recently used date ranges

- Last 15 minutes
- Last 1 hour
- Today
- ~ 5 months ago to ~ in 7 months
- ~ 25 days ago to ~ in 6 days

Refresh every

2	minutes	Start
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Important

- For Workbench 9.2 to 9.3 upgrades, existing Dashboards/Visualizations will be migrated with a "_9.2" suffix
- The migrated "_9.2" Dashboards/Visualizations will not be functional given the changes from Kibana 7.1 to 7.17
- As such, when opening the migrated "_9.2" Dashboards/Visualizations, a Warning icon/message will be displayed
- Even though the migrated "_9.2" Dashboards/Visualizations are not functional and

display a Warning, the logic for migrating is to provide context for previously created Dashboards/Visualizations

Important

- For detailed documentation about creating/customize your own Dashboards, please review the [Dashboards](#) section