

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workbench User's Guide

Alarm Console

Alarm Console

The Workbench Alarm is a dedicated console that displays a real-time statistics summary of active alarms, as well as a real-time data-table of active and historic alarms.

The statistics summary displays Total, Critical, Major and Minor metrics for: **All Source Active Alarms**, from Workbench and Genesys Engage **Workbench Active Alarms**, from only Workbench **Genesys Engage Active Alarms**, from only Genesys Engage

The real time data-table displays the below listed details of all alarms, be those active or closed. Every column is provided with a sorting/searching option based on its data type, which makes the alarm identification much easier.

- The different data information of an alarm is segregated as columns in the data-table.
 - **Generated** The date and time of an alarm generation.
 - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone
 - Status Indicates if the alarm event status is Active/Closed.
 - Severity Denotes the severity of the alarm event. It can be Critical, Major or Minor.
 - Alarm Message The message about the alarm event in text format.
 - **Host** The name of the Host/Server associated to the alarm event.
 - **Application** The name of the application associated to the alarm event.
 - **Data-Center** The name of the Data-Center associated to the alarm (Workbench only not Engage) event.
 - **Sent to RAM Service** The date and time by when the alarm event was sent to the Genesys Remote Alarm Monitoring (RAM) Service.
 - Expiration The time (in seconds) by when the alarm event will automatically expire/clear.
 - Cleared The date and time at when the alarm event was cleared.
 - ID The internal ID of the alarm event.

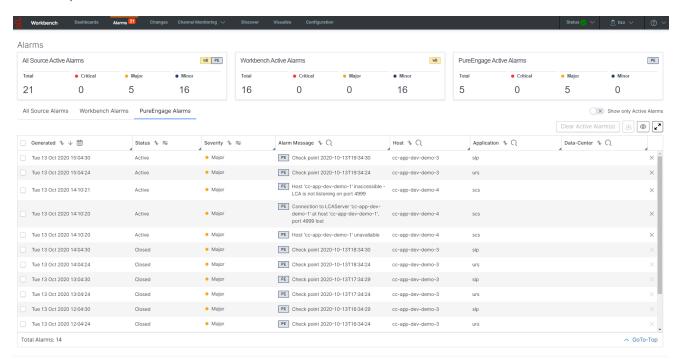
The real time data-table is also equipped with the following buttons for easy sort, filter and export options.

- Show only Active Alarms A filter to show only the active alarms available
- Clear Active Alarm: a DataTable row icon to Close/Clear a single Alarm
- Clear Active Alarm(s): a button to Close/Clear multiple/selected (max 200 at a time) active Alarm
- · Export Gives the option to export the data-table in either PDF or Excel format
- · Column Visibility Gives the option to show/hide the columns that you prefer.
- Normal/Full-Screen To toggle between the normal and full screen mode.

Workbench User's Guide 2

- Column Reordering Allows to move columns left or right within the data-table.
- · Column Search/Filter Filter data-table events based on Date & Time, drop-down filter or text searches
- · Column Sort
 - · 'Generated' and 'Sent to RAM Service'

An example Workbench Alarm Console shown below:



Alarm Console and Workbench Data-Center Synching

Important

Post a Workbench Data-Center sync, only Active Alarms will be synced; Engage Alarms
are not synched because each Workbench Data-Center IO component has it's own
integration to the Engage Solution Control Server (SCS) component and therefore
synching is not required.

Workbench User's Guide 3

Alarm Console Counters

Important

• If/when bulk Alarms are cleared via GA/GAX/SCI there may be a slight delay in the Workbench Alarm Counter updates

Workbench User's Guide 4