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Workbench User's Guide

Anomaly Detection (AD)

Anomaly Detection (AD)

Workbench Anomaly Detection (AD) "Insights" will be autonomously and predictively raised, via the dedicated "Insights" Console, based on the dynamic Anomaly Detection model of the ingested metric data received from Hosts/Processes, via the Workbench Remote Agent (WAR) applications that are installed on the Genesys Application servers (i.e. sip, urs, gvp etc etc).

AD Insights Console

Workbench Dashboards Alarms 8 Changes Channel Monitoring Insights 100 Discover Visualize Configuration Status fizz

Insights Active Insights:(100) 26 30 44

Max. Anomaly Score Refresh

Insights Count Refresh

None 1-25% 26-50% 51-75% 76-100%

None 1-13 13-26 26-39 >39

Show only Active Insights

Clear Active Insight(s)

Generated	Status	Severity	Insight Message	Host	Application	Data-Center
Tue 06 Jul 2021 22:37:40	Active	Minor	Spike detected during last 60 seconds. 29% increase compared to the last 23 hours.	test_hostname	host	DC1
Tue 06 Jul 2021 12:19:40	Active	Major	Spike detected during last 60 seconds. 65% increase compared to the last 21 hours.	test_hostname	host	DC1
Mon 05 Jul 2021 02:53:41	Active	Minor	Spike detected during last 60 seconds. 29% increase compared to the last 23 hours.	test_hostname	host	DC1
Sun 04 Jul 2021 16:35:41	Active	Major	Spike detected during last 60 seconds. 65% increase compared to the last 21 hours.	test_hostname	host	DC1
Sun 04 Jul 2021 10:53:40	Active	Minor	Spike detected during last 60 seconds. 99% increase compared to the last 19 hours.	test_hostname	host	DC1
Fri 02 Jul 2021 15:09:41	Active	Minor	Spike detected during last 60 seconds. 99% increase	test_hostname	host	DC1

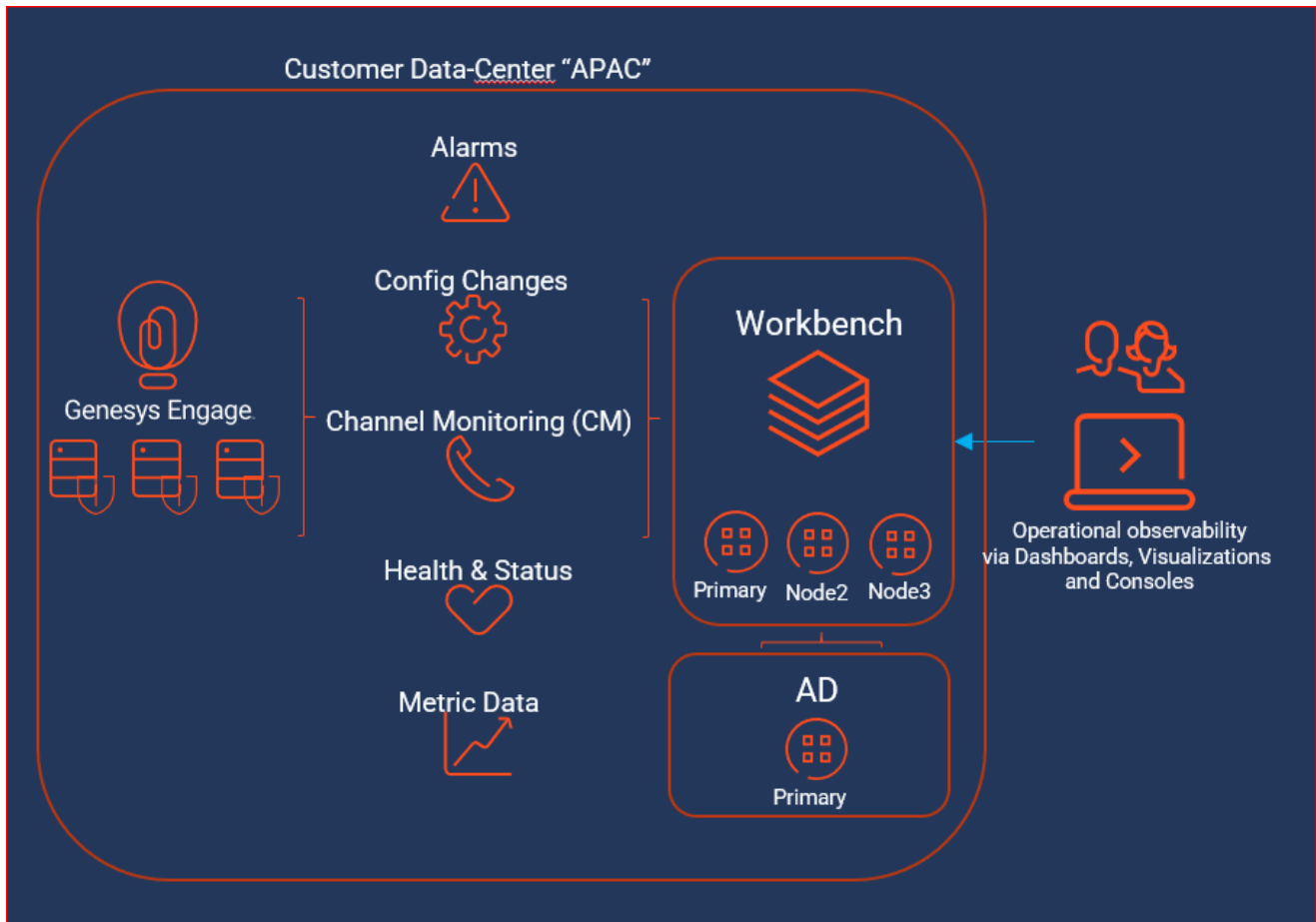
Total Insights: 103

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Important

- Please review [Using AD](#) for more details on using the AD feature of Workbench

Example AD Architecture



Important

- Please review [AD Architecture Examples](#) for more details on AD architectures.