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Workbench User's Guide

Getting Started

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Getting Started

Important

- Entitlement to the Workbench Remote Alarm Monitoring feature can be confirmed via your Genesys Care maintenance representative; if/when entitled please follow the section/page below.

Workbench is required for Remote Alarm Monitoring, therefore Workbench must be installed before you can activate Remote Alarm Monitoring.

1. You will also need a Remote Alarm Monitoring License Key.
2. You will also need to determine your Public Corporate IP Address.

Post Workbench installation, please complete the steps documented below to enable Workbench Remote Alarm Monitoring:

Determine your Public IP address

For security and Remote Alarm Monitoring activation, Genesys requires your **corporate public IP address** for each Workbench site installation, before we can issue you a Workbench RAM license key.

Important

Please liaise with your internal IT department to determine/clarify your corporate public IP address.

Request a License Key (must be a Designated Contact)

1. Login to [My Support](#)
2. Select **Open Admin Case** - located after selecting **Manage Profile** from the header.
3. If asked, select your End User / Sold To Account combination.
4. Populate each Mandatory Field with the required information.
5. Add the text **Alarm Monitoring License Request** in the **Subject line**.
6. In the **Description box**, provide your **company public IP address**.

1. Also in the **Description** field, please provide a **Group Email Address** (i.e. *support_team@mycompany.com*).
 1. When a Support Case is opened as a result of an alarm, the email notification will be sent to this group email address.
 2. It is required that at least **one Designated Contact** at your company be included in this group email.
 3. The Designated Contact can be the same person who is requesting the Remote Alarm Monitoring License Key or a different Designated Contact at your company.
 4. You may have more than one Designated Contact in the group email.
 5. Other employees on the group email should consider requesting **My Support Read-Only Access** if they would like to view case details.
 6. Please see the table below for details on My Support Access Levels and Privileges.
7. Lastly, select **Priority 4-Low** and select case sub type **Request: CC Tools License**.
8. **Save** your Admin Case.

You will receive your Workbench Remote Alarm Monitoring license key, via email, within 72 hours.

Important

Once your Workbench Remote Alarm Monitoring license key is received review [Remote Alarm Monitoring - Activation](#) for details on activating Workbench Remote Alarm Monitoring.

My Support Access Levels and Privileges

At least one employee in the group email address you provided should be a Genesys **Designated Contact**; we recommend that additional employees have My Support Read-Only Access.

Visit the [My Support Registration Page](#) to request access. You can read about [My Support Access Levels](#) for more information and [Manage Profiles](#) to change your current My Support access level.

The chart below details the privileges available to users on the alarm monitoring group email list. Note that for full benefits, users must have My Support access and have downloaded the Genesys Care Mobile App.

Privilege	My Support Designated Contact	My Support Read-Only
Open cases on My Support	X	
Receive alarm notifications on mobile app	X	X

Privilege	My Support Designated Contact	My Support Read-Only
View alarm details on mobile app	X	X
View case information on mobile app	X	X
Email from Customer Care when a case is opened due to an alarm received	X	X
View support cases opened due to an alarm	X	X
Manage and close alarm support cases via My Support	X	
Respond to and close alarm support cases via email	X	X
View Alarms Console in Workbench	X	X
See additional alarm events in the event correlation display	X	X
Acknowledge alarms in Workbench Alarm Monitoring console and have that acknowledgement synched with Solution Control Server (SCS) and vice versa	X	X