Workbench User's Guide

New in this 9.3.000.00 Release

12/17/2025

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Workbench 9.3.000.00 provides:

- A Notification Webhook feature that provides a simple and efficient method to send information to a customer developed, or external, HTTP[S] endpoint
  - further details here: Notification Channels and Workbench Alerts.
- An upgrade of the Elastic back-end stack from 7.1 to 7.17

Previous Workbench Releases

Release	Release Date	Description
9.2.000.20	Jan 2022	• Workbench log4j vulnerability mitigations/fixes - using log4j 2.17.1
9.2.000.10	Dec 2021	• Workbench log4j vulnerability mitigations/fixes - using log4j 2.17.0
9.2.000.00	Nov 2021	• Workbench introduces an Anomaly Detection (AD) "Insights" feature that autonomously and predictively raises Machine Learning Anomalies, via the dedicated "Insights" Console, based on the dynamic Anomaly Detection model of the ingested metric data received from Hosts/ Processes of the Genesys Application servers (i.e. sip, urs, gvp etc).
9.1.100.00	May 2021	• ZooKeeper Authentication - protect the Workbench back-end configuration data stored in ZooKeeper via a username and password.

Release	Release Date	Description
		• Elasticsearch Authentication - protect the Workbench back-end ingested data (Alarms, Changes, CM, Auditing etc) stored in Elasticsearch via a username and password.
9.1.000.00	Dec 2020	• Workbench 9.1.000.00 adds a Metric data ingestion feature that enables observability of host and process CPU, Memory, Disk and Network metric data, providing rich insights and analysis capability into host and process metric utilization, performance and trends. • Workbench 9.1.000.00 also provides a stepping-stone to Workbench 9.2 (Q3 2021) where Anomaly Detection Workbench "Insights" will be autonomously and predictively raised based on abnormal outlier analysis of the ingested metric data modelled baseline.
9.0.100.00	May 2020	Linux support
9.0.000.00	Feb 2020	The reinvention of Workbench 8.5, with the core Alarm, Changes and Channel Monitoring features migrated.
8.5.100.113	Sept 2017	Workbench 8.5 has been replaced with Workbench 9.x - please upgrade to the latest release