GENESYS™

Workbench User's Guide

Workbench Components

4/19/2025

Workbench Components

Genesys Care Workbench 9.3 comprises of the following components:

- **Workbench IO:**

This component ingests data from multiple data sources such as Genesys Engage Configuration Server (CS), Genesys Engage Solution Control Server (SCS), Genesys Engage Message Server (MS) enabling the user to visualise health, status (via Dashboards, Visualizations, Health-Maps, Alarms/ Changes Consoles) and troubleshoot their Genesys platform.

- **Workbench Agent (WB Hosts):**

This component is installed on each and every *Workbench* host where Workbench components are installed. The WBAgent in 9.0 is used for deployment, configuration, status and control of the Workbench components.

- **Workbench Agent Remote (non WB Hosts):**

This component is installed on each Engage (i.e. non Workbench host) where you wish to send metric events to the Workbench node/Cluster; this then 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 Kibana:**

This component is the Workbench Client, providing the Workbench UI where users can leverage dedicated Alarms, Changes, Audit and Discover Consoles, Channel Monitoring Call Flows, Dashboards and Visualizations, Health-Maps etc to monitor and troubleshoot their Genesys Engage platform.

- **Workbench Elasticsearch:**

This component is the data event storage feature of Workbench providing a full-text search engine. Alarm, Configuration Change, Channel Monitoring event, Auditing event and Metric event data are all stored within Workbench Elasticsearch.

- **Workbench Logstash:**

This component is a server side ETL data processing pipeline that enables data collection (from a variety of sources i.e. Workbench Agent, Workbench Heartbeat and Workbench Elasticsearch), data transformation and subsequent destination storage (i.e. Workbench Elasticsearch).

- **Workbench Heartbeat:**

This component is used for Workbench component health and status monitoring

- **Workbench Metricbeat:**

This component is used for Metric (i.e. Cpu, Memory, Disk, Network) data collection from Workbench

and Genesys Application Servers (i.e. SIP, URS, GVP etc).

- **Workbench ZooKeeper**:

This component provides and stores Workbench configuration data such as Hosts, Applications, Channel Monitoring configuration, User Preferences etc.

Workbench Agent and Workbench Agent Remote

Important

- Workbench Agent 8.5 is ONLY for LFMT
- Workbench Agent 9.x is ONLY for Workbench 9.x Hosts
- If/when Workbench and LFMT is deployed, both Workbench Agents 8.5 and 9.x would be needed on each remote host
  - The Workbench Agent 8.5 would be required for LFMT to collect log files from the remote hosts (i.e. sip, urs, gvp etc)
  - The Workbench Agent 9.x would be required for Workbench ingestion of data from the remote hosts (i.e. sip, urs, gvp etc)
- Workbench Agent Remote (WAR) 9.x is ONLY deployed on remote Genesys Hosts such as SIP, URS, GVP etc - this components sends Metric data to the Workbench 9.x Server/ Cluster

Elastic Stack

Details of the Elastic stack components that are leveraged by Workbench 9.x can be found here: https://www.elastic.co/