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Workbench User's Guide

Workbench Data-Center Synchronization

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Workbench Data-Center Synchronization

Overview

A Workbench **Data-Center(s)** is a logical concept to categorize and optimize the respective Workbench Hosts, Applications and ingested data for event distribution, visualization context and filtering purposes, whereby:

- Each Workbench host, and the respective applications within that host, are assigned to a Data-Center, this is mandatory
- The Data-Center name is entered during Workbench Primary Node installation
- The Data-Center name is case-sensitive and a max of 10 characters

Post Workbench Data-Center Sync Benefits

Workbench Data-Center **synchronization** forms a **distributed** Workbench architecture whereby:

- Engage Alarms can be cleared holistically from any Workbench at any Data-Center
- Metric data (i.e. CPU/RAM/DISK/NETWORK) from remote Workbench Agents (i.e. deployed on Genesys Application hosts such as SIP, URS, FWK etc) can be ingested into the local Workbench Data-Center instance/Cluster
 - i.e. provides network traffic optimization
- WB Configuration can be edited/view holistically
 - WB Configuration is based on the Workbench Master – the Workbench Master being the **initiator** of the WB to WB Data-Center Sync
 - For simplicity, Genesys recommends your Workbench Master is the Workbench deployed at the same Data-Center as the Master Configuration Server
 - Use this Workbench Master as the initiator when synching Workbench Data-Centers
- Channel Monitoring (CM) Call Flows, Media Files and Reports can be viewed holistically
- CM Call Flows and Media Files can be added/edited/deleted holistically

Post Workbench Data-Center Sync Limitations

Important

- Dashboards and Visualizations from either Data-Center do NOT sync to the other
 - i.e. Post Data-Center Sync, the "APAC" Dashboards will NOT be synched to the "EMEA" Data-Center, and vice-versa
- Users can ONLY view Metric data from the Data-Center they are logged into
 - i.e. Users cannot log into the APAC Data-Center and view Metrics from the "EMEA" and "LATAM" Data-Centers
- Only Active Workbench Alarms will be sync'd during the Data-Center to Data-Center syncing process
- Only Workbench Changes will be sync'd during the Data-Center to Data-Center syncing process based on the Retention Period configured on the WB Master
- Channel Monitoring Call Flows metadata is sync - not the actual CM Call Flow Object - this enables holistic management of a Call Flow, irrespective of its Data-Center
 - This is by design, a Channel Monitoring Call Flow is associated with a WB IO application at only 1 x Data-Center