Genesys 7
intelligent Workload Distribution

GENESYS
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Version 7.6

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About This Software

Genesys intelligent Workload Distribution (iWD) is a business application for dynamically prioritizing the distribution of work tasks to the people best suited to handle them. With Genesys iWD, enterprises can effectively manage all customer service resources and business processes across the enterprise, going beyond the walls of the formal contact center and into other areas of the business like branch offices, remote or home agents, and experts in the back-office.

Genesys iWD uses a global task list, sorted based on business value to help enterprises ensure that the right resources, regardless of location, are proactively receiving the most critical or highest value tasks at the right time. The major areas of functionality of iWD include:

- **Capture** — Genesys iWD captures '"tasks" from a broad range of enterprise work sources such as workflow systems, order management systems, and CRM systems.
- **Calculate** — Genesys iWD provides the ability for business users to define SLAs for the various types of tasks, through an intuitive user interface.
- **Distribute** — Genesys iWD, working in concert with the Genesys CIM Platform, distributes each task to the resource best suited to handle it, whether that resource is in the front office, the back office, at an outsourcer, or at a branch office.

Note: intelligent Workload Distribution was formerly known as Conseros Global Task List.

Features in Release 7.6.x

The 7.6.1 release of intelligent Workload Distribution includes the following new features:

- Passwords are now scrambled on the iWD Manager user interface and in configuration files.
- Users can now export and import business configuration (e.g. business rules) separately from technical configuration (e.g. services and their properties).
- Additional platform support:
    - Support for the IBM AIX operating system, for users deploying iWD on IBM WebSphere. Version 5.3 is supported.
    - Support for Microsoft Vista Enterprise, for the iWD user interface (iWD Manager).
    - Support for Firefox 3, for iWD Manager.

- The technical license requirement has been removed from the product. (Please note that there are still technical licenses required for Interaction Server; refer to the Genesys Licensing Guide for more information.)
- iWD is now compatible with Genesys Interaction Server 7.6.1.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

iwd
Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that support the application.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the *[Genesys Technical Support Guide](#)*. Please tell the Technical Support representative that you are an intelligent Workload Distribution 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *[Genesys Licensing Guide](#)* on the Technical Support website and the licensing section of the *[Genesys Migration Guide](#)*.

Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *[Genesys Supported Operating Environment Reference Manual](#)*
- *[Genesys Supported Media Interfaces Reference Manual](#)*

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided

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