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About This Software

This CD contains intelligent Workload Distribution (iWD) Capture, iWD Data Mart, iWD Stat Extensions. iWD Capture includes out-of-the-box Capture Adapters that allow iWD to capture tasks from a wide variety of source systems through Web Services, XML files, or direct database access. iWD Data Mart is a repository for iWD reporting data including current-day and historical statistics. iWD Stat Extensions are Stat Server Java Extensions that provide Stat Server clients, such as CCPulse+, the ability to request and display iWD Statistics.

intelligent Workload Distribution

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. This is done through a set of out-of-the-box "Capture Adapters", such as a Web Service capture adapter, an XML file capture adapter, and a database capture adapter. There is also a capture adapter for IBM WebSphere MQ, which is available as an add-on to iWD, at an additional cost.
- **Calculate**—Genesys iWD provides the ability for business users to define priorities, SLAs, and other attributes of the various types of tasks, through an intuitive user interface.
- **Distribute**—Genesys iWD, working in concert with the Genesys CIM Platform, distributes the tasks to the resource best suited to handle them, whether that resource is in the front office, the back office, at an outsourcer, or at a branch office.
- **Manage**—Genesys iWD provides a view called the Global Task List that enables team leaders, managers, and business analysts to see the status of all of the work items across the enterprise. This includes a view into the

current task backlog, tasks that are in process, and completed tasks. The information can be viewed at various levels of the business context, such as Department and Process, and filters can be applied. Through the Global Task List view, managers can also take actions on tasks, such as putting tasks on hold and resuming them, canceling them, and modifying their attributes.

- **Report**—Genesys iWD ships with a rich Data Mart repository that provides valuable insights into business performance. The statistics maintained in the iWD Data Mart can be displayed through Genesys CCPulse+, and/or through a customer-supplied business intelligence tool. KPIs can be configured by business users, to use for comparison purposes over time.

New Features in 8.0.x

Some of the primary new features added in release **8.0.002** are:

- iWD's Database service now automatically executes creation and upgrade scripts for iWD Data Mart database.
- The iWD Data Mart database schema has been updated to support the new Genesys Interactive Insights for iWD product offering.

Some of the primary new features added in release **8.0.001** are:

- Additional platform support (please refer to the *Genesys Supported Operating Environment Reference Manual* for a complete list of supported platforms):
 - Server Operating Systems (for iWD Data Mart services and iWD Capture Point services in an iWD Runtime Node):
 - Solaris 10
 - Red Hat Enterprise Linux 5

Some of the primary new features added in release **8.0.000** are:

- iWD 8.0.0 includes Stat Server Java Extensions to allow iWD to be used with Stat Server to generate statistics for display through CCPulse+ or any other Stat Server client. In previous versions of iWD, T-Server user events were used to generate statistics through Stat Server.
- iWD Data Mart can be used to report on any eServices interaction, with the proper configuration.
- iWD now provides the ability to configure the media type attribute per Capture Point service.
- Additional platform support (please refer to the *Genesys Supported Operating Environment Reference Manual* for a complete list of supported platforms):
 - Databases (for iWD Data Mart):
 - Microsoft SQL Server 2008
 - Oracle RAC (versions 10g R2 and 11g)
 - Server Operating Systems (for iWD Data Mart services and iWD Capture Point services in an iWD Runtime Node):
 - Microsoft Windows Server 2008
 - IBM AIX 6.1

Directories on This CD

documentation

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

iwd_capture

Contains the installation files for iWD Capture.

iwd_dm

Contains the installation files for iWD Data Mart.

iwd_stats

Contains the installation files for iWD Stat Extensions.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's shipped on request 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 iWD 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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Supported Operating Environment Information

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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