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About This Software

This CD contains intelligent Workload Distribution (iWD) Manager, iWD Runtime Node, iWD Rules, and the iWD Setup Utility. iWD Manager is a graphical user interface for both technical and business configuration of the iWD solution, including the configuration of business rules and real-time management of tasks for business users. iWD Runtime Node is the core component of iWD that handles tasks after they are captured from a source system. iWD Rules is the component of iWD that allows classification, prioritization, and archiving rules to be executed against tasks. The iWD Setup Utility is a wizard-based utility used during the initial deployment of iWD to create many of the required configuration objects in Genesys Configuration Server.

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 Manager now automatically executes creation and upgrade scripts for the iWD configuration database.
- iWD's Database service now automatically executes creation and upgrade scripts for iWD Data Mart database.
- The ACME sample configuration has been updated extensively.
- "Request Agent Group" and "Request Place Group" have been added to the Standard Rules Template.

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 Runtime Nodes):
    - Solaris 10
    - Red Hat Enterprise Linux 5

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

- Access to iWD Rules Service from routing strategies: Requests to the iWD business rules engine are made from routing strategies, using the External Service block in Genesys Interaction Routing Designer. This enables customers who are licensed for both iWD as well as an eServices solution to use iWD to apply classification and prioritization rules to eServices interactions such as email or SMS interactions.
- Simplification of product topology: The iWD runtime (task) database has been removed from the product architecture. All tasks captured by iWD are stored in the Interaction Server database from cradle-to-grave. iWD comes with an out-of-the-box Genesys Business Process to manage the lifecycle (i.e. states) of the iWD tasks as well as to invoke the iWD business rule engine at the appropriate points in the interaction workflow.
- Global Rules: Provides way for user to apply classification rules and, optionally, prioritization rules globally instead of per Capture Point or Department/Process. Provides means to assign a Process to an interaction (such as an eServices interaction) that was not captured by an iWD capture point.
- Viewing and managing eServices interactions through the Global Task List: Through the iWD Manager, a user can view and manage (i.e. hold/resume, cancel, update attributes) any eServices interaction, in addition to iWD tasks.
- User Authentication: Users who log into iWD Manager will be authenticated against Configuration Server, ensuring that Configuration Server-based access control is observed when the user is accessing data through the iWD Manager user interface.

- Logging through Genesys Message Server: In addition to generating logs for each individual iWD service, iWD can also be configured to send log events to Genesys Message Server.
- Access to Genesys Workforce Management Activities from rules: The standard rule template in iWD includes actions that allow the user to attach the name of a WFM activity or multi-site activity to a task. This information can be useful for downstream filtering of statistics and data collection in WFM.
- Distribution Points: In iWD 8.0, distribution points are now configured as Lookup Tables rather than as iWD services. They are no longer needed to define specific Interaction Server queues with which iWD should communicate; they are retained for use as a reporting dimension in iWD Data Mart.
- Additional platform support (please refer to the *Genesys Supported Operating Environment Reference Manual* for a complete list of supported platforms):
  - Databases (for iWD configuration database):
    - Microsoft SQL Server 2008
    - Oracle RAC (versions 10g R2 and 11g)
  - Server Operating Systems (for iWD Runtime Nodes):
    - Microsoft Windows Server 2008
    - IBM AIX 6.1
  - Client Operating Systems (for iWD Manager users):
    - Windows 7
  - Browsers (for iWD Manager users):
    - Microsoft Internet Explorer 8.0

Directories on This CD

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

iwd_manager
Contains the installation files for iWD Manager.

iwd_node
Contains the installation files for iWD Runtime Node.

iwd_rules
Contains the installation files for iWD Rules.

iwd_setup
Contains the installation files for the iWD Setup Utility.

templates
Contains the application templates used for configuration.

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.

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

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*.

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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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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