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# Intelligent Workload Distribution Administrator's Guide

[View, edit, and create Endpoints](#)

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Set up and work with Endpoints that correspond to the Designer application Endpoints which determine how work items are distributed.

## Related documentation:

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A Designer Endpoint corresponds with the Designer application to which work items will be distributed. The Designer application:

- Determines how this work item is matched with the employee.
- Can add any information that needs to be attached if further information needs to be retrieved prior to sending the work item to the employee. (Genesys recommends that the majority of the information for the employee is attached by the Designer application.)
- Determines how to distribute the work item.

## Important

Configuration of tenants to which Endpoints belong, and of all routing to Endpoints, takes place in Designer.

## View, edit, and create Endpoints

The screenshot shows the 'Workload Manager' interface with the 'Configuration' tab selected. On the left, a sidebar lists 'ENDPOINTS' with 'Bronze', 'Silver', and 'Gold'. The 'Gold' endpoint is selected, and a blue button labeled 'Add endpoint ...' is visible. Handwritten annotations include 'endpoint' pointing to the 'Gold' entry and 'add endpoint' pointing to the 'Add endpoint ...' button. The main content area displays the configuration for the 'Gold' endpoint. It includes a 'Limit' of 15 and a 'Segment By' dropdown. Below this are two sections: 'User Data' and 'Configuration'. The 'User Data' section contains a table with the following data:

Key	Value
applicationId	8f950930-d4e1-11e9-9d05-df65ff4ee6bc
interactionSubtype	InboundNew
interactionType	Inbound
media	workitem

The 'Configuration' section contains a table with the following data:

Designer application	Queues
stream.dev	291e7190-0c9a-11eb-9190-ffa8d7c15281_dev.IQ
stream.live	291e7190-0c9a-11eb-9190-ffa8d7c15281_live.IQ
stream.live_b	291e7190-0c9a-11eb-9190-ffa8d7c15281_live_b.IQ
stream.qa	291e7190-0c9a-11eb-9190-ffa8d7c15281_qa.IQ
stream.uat	291e7190-0c9a-11eb-9190-ffa8d7c15281_uat.IQ
endpointName	digital.291e7190-0c9a-11eb-9190-ffa8d7c15281
endpoint	digital.291e7190-0c9a-11eb-9190-ffa8d7c15281

At the bottom right of the configuration area, there are 'Cancel' and 'Save' buttons.

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From the **Configuration** tab:

1. Select the **Endpoint** tool from the left toolbar.
2. Select a **Category** to display or edit its Endpoint details.
3. To create a new Endpoint click **Add endpoint...**

The **Limit** field is the limit for the number of unassigned/incomplete interactions that IWD creates for routing. IWD tracks the number of such interactions by subscribing and monitoring the Interaction Server events for each Interaction Queue associated with the Endpoint. If the limit is reached, IWD will not create any more interactions until some interaction is assigned to an employee, stopped or placed into the final queue (defined by the **Final queue** option, which is for use by Genesys Professional Services/Customer Care only).

The **Segment By** field displays an attribute by which work items reaching this Endpoint can be segmented. To make changes to this value, either select from the displayed list or manually enter a different attribute.

The **User Data** field displays key/value pairs that will be attached to the user data of work items when they are classified and targeted at this Endpoint. You can delete existing key/value pairs and add additional ones here.

The **Configuration** panel displays read-only details of the business name of the Designer application, along with the specific Designer application streams associated with this Designer Endpoint. You can read more about Designer Application streams here.