GENESYS™

Intelligent Workload Distribution Administrator's Guide

View, edit, and create Endpoints

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Contents

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

Link to video

Watch this video to learn how to view, edit, and create Endpoints.

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**....

Field descriptions

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.

The **Categories using endpoint** table displays the list of categories which are utilizing the current endpoint.