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# Intelligent Workload Distribution Administrator's Guide

Configure IWD

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Summarizes and links to the **five** main articles that describe Workload Manager's **Configuration** tab, where you can configure your IWD implementation.

### **Related documentation:**

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The **Configuration** tab of Workload Manager lets administrators do the following:

- View Summary details of all categories, prioritization schemas and endpoints. You can also search the displayed items and export displayed items to .CSV format.
- View, edit and create the Categories displayed in the collapsible Categories panel. Categories correspond to business units, lines of business, departments or business processes.
- View, edit and create different Prioritization schemas that will be assigned to Categories for handling the Prioritization and escalation of the work items and/or emails in those Categories.
- View, edit and create Endpoints that can be associated with different Designer applications and assigned to the Categories.
- View, edit and create Mailboxes that can handle incoming email as work items, as well as manage outgoing email.

### **Important**

Ask your Genesys team to configure other IWD settings, including notifications back to the source system.