![Genesys logo]

Intelligent Workload Distribution Administrator's Guide

Test IWD provisioning

8/23/2025

Create an end-to-end test of your IWD provisioning setup in conjunction with the supplied CIWD Designer sample application.

Related documentation:

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1. Create an interaction with this cURL command that will set the work item's activation time to three minutes in the future.

```
curl --location --request POST 'https:///iwd/v3/items' \
--header 'Content-Type: application/json' \
--header 'x-api-key: ' \
--data-raw '{
"external_id":"e21c3332-eecd-4f3b-8a7f-c90",
"FirstName":"Leonardo123",
"LastName":"Doe",
"EmailAddress":"Leonardo123@Doe.com",
"PhoneNumber": "(925)555-1236499",
"activate":"2020-02-18T11:35:03.077Z"    //Sample timestamp. Can be set to 3
minutes ahead of current time
}'
```

2. Check that the interaction appears in real time reporting by creating IWD Queue Activity and IWD Agent Activity widgets based on the Genesys-supplied widget templates.

3. Check that the interaction appears as expected in Workload Manager.

    1. In the Workload Manager **Universal Queue** tab, check Search, filter and modify work items.

    2. In the Workload Manager **Dashboards** tab, check Category-based graphs and statistics.

    3. In the Workload Manager **Configuration** tab, check the configuration of Category tree, Priority and Endpoints.

4. Check work item routing to an agent.

5. Login workspace employee #1 with the following skill profile:

    - GSYS_skill_1 > 5

    - GSYS_skill_2 > 2

    - GSYS_skill_3 > 2

6. Make employee #1 ready.

7. Three minutes after receipt, the work item should be routed to employee #1.

8. Open the work item.

9. Disposition the work item.

10. View the transfer in real time reporting by using the IWD Queue Activity and IWD Agent Activity templates described above.

11. Wait for 15 minutes.

12. Check the Genesys CX Insights for IWD reports.