

GENESYS

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Intelligent Workload Distribution Administrator's Guide

Test IWD provisioning

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

Related documentation:

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.