GENESYS™

IWD Data Mart Private Edition Guide

About IWD Data Mart

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Contents

Learn about iWD Data Mart and how it works in Genesys Multicloud CX private edition.

Related documentation:

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RSS:

- For private edition

IWD Data Mart offers comprehensive reporting, providing management insight into business operation. It provides key indicators of performance both through current-day statistics and on an historical basis.

IWD Data Mart retrieves reporting events from Intelligent Workload Distribution (IWD) and populates task fact tables, dimensions, and aggregate tables in IWD Data Mart DB. Data from IWD Data Mart is displayed using Genesys Customer Experience Insights (GCXI) IWD reports.

Supported Kubernetes platforms

IWD DM service is supported on the following cloud platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)

See the Intelligent Workload Distribution Release Notes for information about when support was introduced.