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Intelligent Workload Distribution Private Edition Guide

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Learn about IWD and how it works in Genesys Multicloud CX private edition.

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IWD takes work items from existing enterprise software applications (such as ERP, BPM, DCM, Salesforce) and homegrown systems, analyzes the business context of the work item—for example, the associated business process, product requested, or value of the customer making the request—and creates a Universal Queue, sorted on business value, that ensures that the most critical or highest-value work items are distributed to the right resource at the right time, regardless of media type, system or location.

With IWD, enterprises can effectively manage all customer service resources and business processes across the enterprise, going beyond the walls of the formal contact center and into other areas of the business like branch offices and experts in the back office.

Supported Kubernetes platforms

IWD 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.