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Intelligent Workload Distribution Private Edition Guide

Before you begin

9/7/2025

Contents

- [1 Limitations and assumptions](#)
- [2 Download the Helm charts](#)
- [3 Third-party prerequisites](#)
- [4 Storage requirements](#)
- [5 Network requirements](#)
- [6 Browser requirements](#)
- [7 Genesys dependencies](#)
- [8 GDPR support](#)

Find out what to do before deploying IWD.

Related documentation:

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RSS:

- [For private edition](#)

Limitations and assumptions

The current version of IWD:

- supports single-region model of deployment only
- requires dedicated PostgreSQL deployment per customer

Download the Helm charts

IWD in Genesys Multicloud CX private edition includes the following containers:

- iwd

The service also includes a Helm chart, which you must deploy to install the required containers for IWD:

- iwd

See Helm Charts and Containers for IWD and IWD Data Mart for the Helm chart version you must download for your release.

To download the Helm chart, navigate to the **iwd** folder in the JFrog repository. For information about how to download the Helm charts, see Downloading your Genesys Multicloud CX containers.

Third-party prerequisites

Third-party services

Name	Version	Purpose	Notes
Elasticsearch	7.x	Used for text searching and indexing. Deployed per service that needs Elasticsearch during runtime.	Dedicated - one per deployment of IWD
Redis	6.x	Used for caching. Only distributions of Redis that support Redis cluster mode are supported, however, some services may not support cluster mode.	Dedicated - one per deployment of IWD
PostgreSQL	11.x	Relational database.	Dedicated instance for each tenant (recommended). In case of low load, one instance can host multiple DBs for multiple tenants (supported)
A container image registry and Helm chart repository		Used for downloading Genesys containers and Helm charts into the customer's repository to support a CI/CD pipeline. You can use any Docker OCI compliant registry.	
Load balancer		VPC ingress. For NGINX Ingress Controller, a single regional Google external network LB with a static IP and wildcard DNS entry will pass HTTPS traffic to NGINX Ingress Controller which will terminate SSL traffic and will be setup as part of the platform setup.	

Storage requirements

All data is stored in the PostgreSQL, Elasticsearch, and Digital Channels which are external to IWD.

Sizing of Elasticsearch depends on the load. Allow on average 15 KB per work item, 50 KB per email.

This can be adjusted depending on the size of items processed.

Network requirements

External Connections: IWD allows customer to configure webhooks. If configured, this establishes an HTTP or HTTPS connection to the configured host or port.

Browser requirements

Not applicable

Genesys dependencies

The following Genesys services are required:

- Genesys authentication service (GAuth)
- Universal Contact Service (UCS)
- Interaction Server
- Digital Channels (Nexus)

For the order in which the Genesys services must be deployed, refer to the Order of services deployment topic in the *Setting up Genesys Multicloud CX private edition* document.

GDPR support

Content coming soon