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# Intelligent Workload Distribution Private Edition Guide

1/17/2022

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Find links to all the topics in this guide.

**Related documentation:**

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**Early Adopter Program**

Genesys Multicloud CX private edition is being released to pre-approved customers as part of the Early Adopter Program. Please note that the documentation and the product are subject to change. For more details about the program, please contact your Genesys representative.

Intelligent Workload Distribution (IWD) is a service available with the Genesys Multicloud CX private edition offering.

## Overview

Learn more about IWD, its architecture, and how to support high availability and disaster recovery.

- About IWD
- Architecture
- High availability and disaster recovery

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## Configure and deploy

Find out how to configure and deploy IWD.

- Before you begin
- Configure IWD
- Provision IWD
- Deploy IWD
- Upgrade, rollback, or uninstall IWD

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## Observability

Learn how to monitor IWD with metrics and logging.

- IWD metrics and alerts