GENESYS™

Intelligent Workload Distribution
Private Edition Guide

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RSS:
- For private edition

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

Configure and deploy

Find out how to configure and deploy IWD.

- Before you begin
- Configure IWD
- Provision IWD
- Deploy Intelligent Workload Distribution

Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall IWD.

- Upgrade, roll back, or uninstall

Observability

Learn how to monitor IWD with metrics and logging.

- IWD metrics and alerts