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Intelligent Workload Distribution Private Edition Guide

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Related documentation:

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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](#)
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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
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