

# **GENESYS**

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## Genesys CX Insights Multicloud Projects Reference Guide

Genesys CX Insights for IWD project

This project enables you to build historical reports from Intelligent Workload Distribution (IWD) data.

#### **Related documentation:**

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### RSS:

For private edition

This section contains object information for the *Genesys CX Insights for IWD* project; which is used to build historical reports from IWD data.

The Genesys CX Insights for IWD Project is organized in a single folder, with subfolders; the following page lists all metrics and attributes:

• iWD folder

#### See also:

• Attributes: iWD Attributes

• Metrics: IWD Metrics