Genesys Multicloud CX Release Notes

Intelligent Workload Distribution Release Notes

2/5/2026

Contents

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Related documentation:
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RSS:

- For cloud

- For private edition

Important

The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Service	Available	Genesys CX on		Private edition	Highlights	Release
	AWS	Azure				
Intelligent Workload Distribution	December 3, 2024	aws	Azure		Performance, observability, security, and resiliency improvements.	100.0.101.0000
Intelligent Workload Distribution	July 3, 2024	aws	Azure		Performance, observability, security, and resiliency improvements.	100.0.099.0000
Intelligent Workload Distribution	February 21, 2024	aws	Azure		Performance, observability, security, and	100.0.098.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					resiliency improvements.	
Intelligent Workload Distribution	October 20, 2023	aws	Azure		Performance, observability, security, and resiliency improvements.	100.0.097.0000
Intelligent Workload Distribution	July 24, 2023	aws	Azure		Performance, observability, security, and resiliency improvements.	100.0.096.0000
Intelligent Workload Distribution	May 23, 2023	aws	Azure		Performance, observability, security, and resiliency improvements.	100.0.095.0000
Intelligent Workload Distribution	March 27, 2023	aws	Azure		Resolved issue.	100.0.094.2394
Intelligent Workload Distribution	February 21, 2023	aws	Azure		Performance, observability, security, and resiliency improvements.	100.0.094.2376
Intelligent Workload Distribution	January 10, 2023	aws	Azure		Performance, observability, and resiliency improvements.	100.0.093.0000
Intelligent Workload Distribution	November 1, 2022	aws	Azure		Workload Manager now correctly expands the length of displayed	100.0.092.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					text in the Category column when the column width is resized.	
Intelligent Workload Distribution	October 4, 2022	aws			Support for bulk import of categories.	100.0.091.0000
IWD Data Mart	September 16, 2022			🏢	Support for UCS Interaction ID in IWD reports.	100.0.012.2187
Intelligent Workload Distribution	August 23, 2022	aws			Improvements to the Search UI.	100.0.090.0000
IWD Data Mart	August 9, 2022			🏢	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Compatibility, performance, and security improvements.	100.0.010.2092
Intelligent Workload Distribution	July 26, 2022	aws	Azure		Compatibility and performance improvements.	100.0.089.0000
Intelligent Workload Distribution	July 11, 2022	aws	Azure		Compatibility and performance	100.0.088.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					improvements.	
Intelligent Workload Distribution	June 28, 2022	aws	Azure		Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Enhancements to dashboards and legend on the **Dashboards** page. Various other improvements.	100.0.087.2006
Intelligent Workload Distribution	May 24, 2022	aws	Azure		A new option to perform a quick copy of work items. Fixes for Workload Manager.	100.0.086.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
IWD Data Mart	May 17, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. New libraries for improved security.	100.0.008.2021
IWD Data Mart	April 26, 2022	aws	Azure		New metrics are added to support reporting of auto-completed work items and emails. Support for Custom Attribute based GCXI reporting.	100.0.007.1933
Intelligent Workload Distribution	April 21, 2022	aws	Azure		Improvements for stability and scalability.	100.0.084.0000
Intelligent Workload Distribution	April 7, 2022	aws	Azure		Improvements to filtering and viewing categories affected	100.0.083.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					by an endpoint.	
Intelligent Workload Distribution	March 24, 2022	aws	Azure		Support for easy-to-understand date filters. Improvements to the **Filter & View** tab.	100.0.082.0000
IWD Data Mart	March 11, 2022				Beta Program support for Genesys Multicloud CX private edition deployments on GKE. The helm chart option, **enableServiceLinks**, is introduced.	100.0.006.1916
Intelligent Workload Distribution	February 17, 2022	aws	Azure		Improvements to the Prioritization schema and Booster Table UI.	100.0.081.0000
IWD Data Mart	January 13, 2022	aws	Azure		IWD now supports reporting on Category Level 3 - 10.	100.0.006.1898
Intelligent Workload Distribution	January 13, 2022	aws	Azure		New table format for viewing	100.0.080.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					email headers.	
Intelligent Workload Distribution	December 8, 2021	aws	Azure		Fixes for Workload Manager.	100.0.079.0000
Intelligent Workload Distribution	November 3, 2021	aws	Azure		Improvements to Categories testing.	100.0.078.0000
Intelligent Workload Distribution	October 29, 2021			🏢	Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	100.0.076.1437
IWD Data Mart	October 29, 2021			🏢	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	100.0.003.1597
Intelligent Workload Distribution	October 20, 2021	aws	Azure		Added validation for	100.0.077.0000

Service	Available	Genesys CX on		Private edition	Highlights	Release
					Category names.	
Intelligent Workload Distribution	October 6, 2021	aws	Azure		New feature to support automatic completion of work items. Rearrange categories by drag and drop method.	100.0.076.0000
Intelligent Workload Distribution	September 23, 2021	aws	Azure		New feature to support transfer of work items to the Universal Queue. Improvements to categories and categorization rules.	9.0.000.75
Intelligent Workload Distribution	September 9, 2021	aws	Azure		Improvements to Workitem History, Universal Queue, and Categories.	9.0.000.74
Intelligent Workload Distribution API	September 9, 2021	aws	Azure		New fields in responses for actions API requests.	9.0.000.74

Service	Available	Genesys CX on		Private edition	Highlights	Release
Intelligent Workload Distribution	August 11, 2021	aws	Azure		Improvements to IWD reports in Genesys CX Insights.	9.0.000.72
Intelligent Workload Distribution	July 22, 2021	aws	Azure		Minor UI changes.	9.0.000.71
Intelligent Workload Distribution API	July 9, 2021	aws	Azure		Update to sourceSystemDueDate field logic.	9.0.000.70
Intelligent Workload Distribution	July 9, 2021	aws	Azure		Displays workitem history.	9.0.000.70
Intelligent Workload Distribution	June 24, 2021	aws	Azure		Agents can pull interactions from the Universal Queue.	9.0.000.69
Intelligent Workload Distribution	May 12, 2021	aws	Azure		Fixes for Workload Manager.	9.0.000.67
Intelligent Workload Distribution	April 29, 2021	aws	Azure			9.0.000.66
Intelligent Workload Distribution	March 31, 2021	aws	Azure		Support for Genesys Multicloud CX Email. Support for Genesys Engage cloud on Azure	9.0.000.65
Intelligent Workload Distribution	March 31, 2021	aws	Azure		Support for Genesys	9.0.000.65

Service	Available	Genesys CX on	Private edition	Highlights	Release
API				Engage cloud on Azure	

Intelligent Workload Distribution: December 03, 2024

What's New

- Minor UI improvements in Workload Manager. (CIWD-5702, CIWD-5703, CIWD-5704)
- Performance, observability, security, and resiliency improvements. (CIWD-5684)
- Improved IWD behavior in response to Elastic Cloud Service failures. (CIWD-5636)

Intelligent Workload Distribution: July 03, 2024

What's New

- Improved IWD behavior in response to outbound email failures. (CIWD-5570, CIWD-5544)
- Configuration optimization when adding a file extension to the list of acceptable attachment types. (CIWD-5536)
- Performance, observability, security, and resiliency improvements.
- Minor UI improvements in Workload Manager.

Intelligent Workload Distribution: February 21, 2024

What's New

- Performance, observability, security, and resiliency improvements.
- Minor UI improvements in Workload Manager.

Intelligent Workload Distribution: October 20, 2023

What's New

- Performance, observability, security, and resiliency improvements.

Intelligent Workload Distribution: July 24, 2023 aws Azure

What's New

- Performance, observability, security, and resiliency improvements.

Resolved Issues

- Workload Manager now correctly handles re-authentication to a mailbox of type GMAIL or GRAPH via user sign-in *on behalf*. Previously, there were scenarios where the sign-on might have failed and was handled incorrectly, leading to the mailbox being marked as authenticated in UI while authentication was, in fact, failing. (CIWD-5262)

Intelligent Workload Distribution: May 23, 2023 aws Azure

What's New

- Performance, observability, security, and resiliency improvements.

Intelligent Workload Distribution: March 27, 2023 aws Azure

Resolved Issues

- IWD now correctly handles interactions that are restarted by the routing strategy and later pulled by an agent. Previously, when an item was marked done by the agent, the same item was subsequently re-routed to an agent because it wasn't considered complete. (CIWD-5103)

Intelligent Workload Distribution: February 21, 2023 aws Azure

What's New

- Performance, observability, security, and resiliency improvements. (CIWD-4999) (CIWD-5035)

Intelligent Workload Distribution: January 10, 2023 aws Azure

What's New

- Performance, observability, and resiliency improvements. (CIWD-3982)

Intelligent Workload Distribution: November 01, 2022 aws Azure

Resolved Issues

- Workload Manager now correctly expands the length of displayed text in the Category column when the column width is resized. (CIWD-4782)

Intelligent Workload Distribution: October 04, 2022 aws

What's New

- Workload Manager now supports bulk import of categories. (CIWD-2599)

IWD Data Mart: September 16, 2022

- 100.0.012.2187 available September 16, 2022
- Helm charts and containers

What's New

- The following reports in the **CX Insights for IWD** folder now include a new attribute, **UCS Interaction ID**:
  - Task Detail Report
  - Task Work Detail Report
    (CIWD-3747)
    More info: and

Intelligent Workload Distribution: August 23, 2022

What's New

- The Workload Manager UI now includes a new option, **Apply Search**, to apply the search input in the **Search** box. Users can also use the existing method of pressing **Enter** after typing the input. (CIWD-4236)

- Users can now click on a tile on the **By key metrics** dashboard to view the work items in the Universal Queue that contribute to the metric value. (CIWD-4180)

- When entering a Lucene query to search the Universal Queue, the **Search** field now displays the entire query regardless of the query length. Previously, the field always displayed a single line of query even if the query extended to multiple lines. (CIWD-4034)

IWD Data Mart: August 09, 2022

- 100.0.010.2092 available August 09, 2022

- Helm charts and containers

For private edition

- This release includes compatibility, performance, and security improvements. (CPE-4864)

- IWD Data Mart supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-4680)

Intelligent Workload Distribution: July 26, 2022

What's New

- This release includes compatibility and performance improvements.

Intelligent Workload Distribution: July 11, 2022

What's New

- This release includes compatibility and performance improvements.

Intelligent Workload Distribution: June 28, 2022

- 100.0.087.2006 available July 05, 2022

- Helm charts and containers

What's New

- A new dashboard, **Key Metrics**, is now available in Workload Manager. (CIWD-3079)

- Workload Manager now groups similar events in the work item history and displays a count of events in a group. The grouping can be expanded or collapsed. This feature provides a broader picture of the events in the life-cycle of a work item. (CIWD-3783)

- A new table is added on the **Configuration – Endpoints** page to show the exact categories utilizing the current endpoint. (CIWD-3996)

- Workload Manager now automatically fills the **Segment By** field on the **Configuration – Endpoints** page with the *category_path* value when a user creates an endpoint. (CIWD-3937)

- The **Lucene Query** field on the **Configuration – Categories** page now displays the entire query regardless of the query length. Previously, the field always displayed a single line of query even if the query extended to multiple lines. (CIWD-3938)

- When a user selects **Time interval** > **Absolute** on the **Universal Queue** page, Workload Manager now shows the time zone along with the date and time range picker. (CIWD-3928)

- Workload Manager now displays a legend for the **Overall Backlog** and **Arrival and Completion Volumes** tables on the **Dashboards** page. (CIWD-4044)

Resolved Issues

- Categories without any record of work items in the chosen time period are no longer displayed in the legend for the **Overall Backlog By Category** dashboard. (CIWD-3942)

- The Workload Manager UI now displays the user name in the **@** format. (CIWD-3858)

For private edition

- As of July 13, 2022, Intelligent Workload Distribution is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

- Intelligent Workload Distribution supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-4707)

Intelligent Workload Distribution: May 24, 2022

What's New

- The **Apply to Selected** option is now the default action when performing a bulk update in the Universal Queue. (CIWD-3782)

- Workload Manager now displays an option to perform a quick copy of a work item when you hover your mouse over the work item. (CIWD-3781)

Resolved Issues

- Workload Manager now handles addition of child categories without any delay. Previously, users faced a delay when adding a child category. (CIWD-3815)

- Workload Manager now displays a confirmation dialog upon deleting a webhook. (CIWD-3003)

- You can now edit the existing interval and priority values in the **Email Reply Booster Table**. Previously, there was no option to edit the existing values. (CIWD-2700)

IWD Data Mart: May 17, 2022

- 100.0.008.2021 available May 17, 2022

- Helm charts and containers

What's New

- This release contains new libraries to improve security. (CPE-3736)

For private edition

- As of July 13, 2022, IWD Data Mart is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

IWD Data Mart: April 26, 2022

- 100.0.007.1933 available April 26, 2022

- Helm charts and containers

What's New

- IWD now supports custom attributes in the **CX Insights for IWD** reporting model. You can configure the mapping of custom attributes for each tenant. However, these custom attributes are hidden by default. Administrators with editing permissions can add the custom attributes to reports. You can find these custom attributes by accessing:

  - The **Reports Objects** panel for detailed reports such as the and .

  - **All Objects** > **iWD** > **Custom Dimensions** for all other reports. (CIWD-3548)

- This release contains new metrics that provide a better understanding of the **Finished** metric.

  Use these metrics to distinguish the total number of finished tasks from the number of canceled and completed tasks:

  - **Canceled**: The total number of tasks canceled manually or automatically

- **Completed**: All completed tasks

Use these metrics to view how many tasks were canceled automatically or manually:

- **Canceled Autocompleted**: The number of canceled tasks that were autocompleted

- **Canceled NON Autocompleted**: The number of canceled tasks that were non-autocompleted

Use these metrics to identify the number of tasks in which agents participated:

- **Completed Agent**: All completed tasks in which agents were involved

- **Completed NON Agent**: All tasks completed without an agent involvement

- **Finished Agent**: All finished tasks (canceled and completed) in which agents were involved

Use these metrics to distinguish the number of finished tasks from canceled overdue or completed overdue tasks:

- **Completed Overdue**: The total number of completed tasks that were overdue during the reporting interval

- **Canceled Overdue**: The total number of canceled tasks that were overdue during the reporting interval

Use these metrics to derive percentage metrics:

- **% Completed Overdue**: The percentage of completed overdue tasks to the number of completed tasks

- **% Canceled Autocompleted**: The percentage of automatically canceled tasks to the total number of tasks that have been finished

The following updates are made to the existing metrics, **Avg Handle Time** and **Avg Accept Time**:

- Calculation of the **Avg Handle Time** and **Avg Accept Time** metrics no longer includes tasks that were never accepted.

- The **Avg Handle Time** and **Avg Accept Time** metrics are now calculated using the **Finished Agent** value instead of **Finished**. (CIWD-2885)

- A new metric, **Avg Accept To Complete Time**, is added to the in the **CX Insights for IWD** folder. This metric indicates the average amount of time taken for completion of a task, in seconds. It is calculated by finding the difference between the task assigned and task finished timestamps for finished tasks in a given time interval. (CIWD-2772)

Intelligent Workload Distribution: April 21, 2022 aws Azure

Resolved Issues

- This release includes improvements for stability and scalability.

Intelligent Workload Distribution: April 07, 2022 aws Azure

What's New

- The following improvements add more flexibility in viewing categories affected by an endpoint:

    - You can now filter categories that are affected by an endpoint on the **Configuration – Summary View** screen.

    - You can now view the list of categories affected by an endpoint when you successfully save the endpoint using the endpoint editor. (CIWD-3233)

- When selecting a work item for categories testing, Workload Manager now indicates that any change in the category or the sample work item does not impact the original work item. (CIWD-3535)

Resolved Issues

- When copying a mailbox with a password or secret, Workload Manager now clears the corresponding fields and notifies the user that these fields are not copied due to security restrictions. (CIWD-3247)

Intelligent Workload Distribution: March 24, 2022

What's New

- When filtering work items via quick filters in Workload Manager, users can now select easy-to-understand date intervals such as **Yesterday**, **Previous Week**, **This Year**, **Last Monday**, and so on. (CIWD-2981)

- Workload Manager now allows users to rearrange filters and views using the drag-and-drop method. (CIWD-2601)

IWD Data Mart: March 11, 2022

- 100.0.006.1916 available March 11, 2022

- Helm charts and containers

What's New

- A new Helm chart option, **enableServiceLinks**, is introduced. It indicates whether service information must be added to the environment variables or not. The default value is *false*. (CIWD-3600)

For private edition

- As of March 31, 2022, IWD Data Mart supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2833)

Intelligent Workload Distribution: February 17, 2022

What's New

- The following changes apply in the **Prioritization** - **Booster Table** UI:

    - **Show Booster Table** is renamed **Show Email Reply Booster Table**.

    - A tooltip is added next to the **Show Email Reply Booster Table** expand and collapse icon.

    - **Booster Table** is renamed **Email Reply Booster Table**.

    - A new button, **Delete All Reply Intervals**, is added. Users can use click this button to delete all reply intervals.

    - A tooltip is added next to the **Initial Priority** header. (CIWD-3237)

- The following changes apply in the **Prioritization schema** UI:

    - The **With Priority Management over** field is renamed as **Overall Priority Management Time**.

    - The **Autocomplete message** field is renamed as **Autocomplete message (if email type)**. (CIWD-3236)

- When a user performs drag-and-drop of a workitem or an email into the **Categories** panel, the target Category is expanded to allow the user to drop the workitem or email into a child Category. (CIWD-3234)

Resolved Issues

- Pagination is now available for the Universal Queue. Previously, the Universal Queue had an infinite scroll. (CIWD-3398)

- Workload Manager UI is updated for German localization. Previously, some components were not localized in German. (CIWD-3131)

- Workload Manager no longer causes high CPU usage when working with Categories. (CIWD-3052)

IWD Data Mart: January 13, 2022

- 100.0.006.1898 available February 11, 2022

- Helm charts and containers

What's New

- IWD now supports reporting on Category Level 3 - 10. New prompts and attributes to support this change are added to several reports and dashboards in the folder. Previously, IWD supported reporting up to Category Level 2 only. (CIWD-2563)

- The following improvements have been made to IWD's integration with Genesys Workforce Management (WFM):

    - IWD now supports mapping up to 10 Category Levels in the activity path.

    - IWD now supports mapping of multi-site activities.

- An asterisk (*) can be included at the end of an activity name after a slash ("/") to indicate that all subcategories in the current category path are mapped to this activity. An asterisk can be specified at any position of the path except at the beginning. (CIWD-2556)
More info:

Intelligent Workload Distribution: January 13, 2022 aws Azure

What's New

- Workload Manager now allows users to view email headers in a table format. Previously, the email headers were displayed in a single string field. (CIWD-3018)

Resolved Issues

- When IWD pulls an item from an agent's workbin, the item's queue state is now reset. (CIWD-3244)

- The Universal Queue search feature now displays the correct number of matching items if the search result exceeds 10000 items. (CIWD-3215)

- An issue that caused some persistent legend items to overlap the dashboard graph data is now fixed. (CIWD-3206)

- When the **Autocomplete items** feature is enabled, IWD does not automatically complete items that are being handled by agents. Previously in this scenario, IWD sometimes automatically completed items. (CIWD-3068)

- Names of categories that are filtered out or excluded are no longer displayed in the legend of the **Overall Backlog By Categories** dashboard in Workload Manager. (CIWD-2971)

Intelligent Workload Distribution: December 08, 2021 aws Azure

Resolved Issues

- Workload Manager now correctly displays a vertical line for highlighting SLA in the **Priority Over Time** graph of a Prioritization schema. (CIWD-3063)

Intelligent Workload Distribution: November 03, 2021 aws Azure

What's New

- After testing a category and its ruleset in Workload Manager, you can now click on the matched category name shown in the **Test assignment criteria** section to navigate to the exact category in the **Categories** panel. (CIWD-2867)

Intelligent Workload Distribution: October 29, 2021

- 100.0.076.1437 available October 29, 2021

- Helm charts and containers

For private edition

- Starting with this release, Intelligent Workload Distribution is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (CIWD-1763)
  More info:

- As of March 31, 2022, Intelligent Workload Distribution supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-3076)

IWD Data Mart: October 29, 2021

- 100.0.003.1597 available October 29, 2021

- Helm charts and containers

For private edition

- Starting with this release, IWD Data Mart is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (CIWD-2171)
  More info:

Intelligent Workload Distribution: October 20, 2021

What's New

- Workload Manager now validates Category names to ensure they are within the maximum character limit and contain only valid special characters. (CIWD-2842)

Resolved Issues

- Intelligent Workload Distribution now sends the updated **iwd-priority** key-value pair (KVP) to Designer when prioritization happens while an item is in the **Routing** state. This allows Designer to use the updated priority for routing decisions. (CIWD-2910)

- In the **CX Insights for IWD** folder, the GCXI **Task Detail Report** now shows the correct item handling time for an item that is

cancelled while the item is placed in an agent's workbin. (CIWD-2888)

- Workload Manager now correctly validates the matching rules syntax. Previously, syntax errors were reported when a syntactically correct rule contained square or curly brackets. (CIWD-2883)

Intelligent Workload Distribution: October 06, 2021

What's New

- Intelligent Workload Distribution can now be configured to automatically complete a work item or email at the end of a specified timeframe. You can use the **With priority management over** setting to set the timeframe. (CIWD-2144, CIWD-2254)

- Workload Manager now allows users to rearrange categories using the drag-and-drop method. (CIWD-2186)

Intelligent Workload Distribution: September 23, 2021

What's New

- Intelligent Workload Distribution now allows agents to transfer work items or emails back to the Universal Queue for re-classification from within the Agent Desktop. (CIWD-31)

- Intelligent Workload Distribution (IWD) can now be configured to automatically pull work items or emails from agents' workbins if these items are not processed within the configured time. IWD subsequently sends these items to available agents again. (CIWD-2145)

- Users can now drag and drop a work item into a category from the categories tree to assign the work item to the category. (CIWD-2325)

- Users can now validate and test the categorization rules in Workload Manager. (CIWD-2497)

Intelligent Workload Distribution: September 09, 2021

What's New

- Workload Manager now displays the specific media type such as an email or a workitem in the **Workitem History** view. Previously, both these media types were displayed as tasks. (CIWD-2361)

- Items impacted by bulk actions are highlighted in the Universal Queue. (CIWD-2412)

- Workload Manager now displays an error when saving a category with incorrect rules. (CIWD-2456)

Resolved Issues

- Administrators can now select events such as workbin, pull, and transfer when configuring webhooks. (CIWD-2440)

- IWD now correctly purges Elasticsearch data from the expired items that were created 90 days ago. Previously, IWD incorrectly purged all items in Expired state. (CIWD-2255)

Intelligent Workload Distribution API: September 09, 2021

What's New

- Intelligent Workload Distribution API can now return two new fields in the response of bulk updates using https://developer.genesyscloud.com/reference/iwd/Actions/index.html">https://developer.genesyscloud.com/reference/iwd/Actions/index.html">actions API requests.

  - done: An array of IDs of items that were successfully updated.

  - failed: An array of IDs of items that were not successfully updated.

  This feature is disabled by default. To enable these extra fields, contact your Genesys representative. (CIWD-2153)
  More info: https://developer.genesyscloud.com/reference/iwd/">https://developer.genesyscloud.com/reference/iwd/">Intelligent Workload Distribution API

Intelligent Workload Distribution: August 11, 2021

What's New

- The following reports in the **CX Insights for IWD** folder now display the **Agent Name** column instead of **Employee ID**:
  -
  -
  -

  - (CIWD-1882)

Intelligent Workload Distribution: July 22, 2021

What's New

- An additional confirmation window is shown when an agent performs a bulk operation on all items that are found through search. (CIWD-2237)

Intelligent Workload Distribution API: July 09, 2021 aws Azure

What's New

- Workload Manager now utilizes activation dates for work items that should not be handled immediately. Instead, a work item's prioritization will only start once the activation date has been reached. There is also a change in the way the sourceSystemDueDate field is handled when you https://developer.genesyscloud.com/reference/iwd/Basic/index.html">https://developer.genesyscloud.com/reference/iwd/Basic/index.html">create a workitem using the Intelligent Workload Distribution API:

  - If sourceSystemDueDate has been provided and it is **later** than activation date, then sourceSystemDueDate value will be used instead of prioritization schema due date.

  - If sourceSystemDueDate has been provided and it is **earlier** than activation date, then sourceSystemDueDate will be ignored and prioritization schema due date will be used. (CIWD-1770)

Resolved Issues

- Field code rendering:

  - In previous versions, Contact.FullName was rendered only if both First and Last Name were provided. Now it is rendered even if one or both are omitted. (CIWD-2198)

Intelligent Workload Distribution: July 09, 2021 aws Azure

What's New

- Workload Manager now displays workitem history along with workitem details. (CIWD-1800)

Resolved Issues

- Workload Manager now displays UI and Server versions without any issue. (CIWD-1841)

Intelligent Workload Distribution: June 24, 2021 aws Azure

What's New

- IWD now allows agents to pull interactions that are waiting in the Universal Queue from within the Agent Desktop. (CIWD-1749)

- The Workbin state is now displayed in the **Color-coded** and **Extended** views in Workload Manager. (CIWD-1920)

Resolved Issues

- Workload Manager no longer converts strings inside a search query to uppercase. Previously, strings such as *and*, *or*, and *not* were converted to uppercase automatically. (CIWD-932)

- The Workbin state is now displayed correctly on all dashboards in Workload Manager. (CIWD-1987)

Intelligent Workload Distribution: May 12, 2021

What's New

- IWD introduces a new state called **InWorkbin** for items placed into workbins by agents. Previously, work items and emails placed into workbins showed the state of **InRouting** in Workload Manager. (CIWD-1904)

Resolved Issues

- Workload Manager now automatically completes only work items whose states are **Assigned** or **inWorkbin**. Previously, Workload Manager could automatically complete work items even if they had not been handled by agents (items with status **InRouting**). (CIWD-1971)

- Workload Manager now correctly enables autosuggest for users with the **IWD User** role. (CIWD-1624)

Intelligent Workload Distribution: April 29, 2021

Resolved Issues

- Workload Manager now correctly handles a selection of work items when moving to different screens. (CIWD-1791)

- You can now resize columns in the work items table. (CIWD-1719)

- Auto-acknowledgments that reside in the third level (or lower) of the standard response category tree are now retrieved and processed correctly. (CIWD-1931)

Intelligent Workload Distribution: March 31, 2021

What's New

- **UI name changes** — The following naming changes apply in the UI:
  - The **IWD Manager** application is now **Workload Manager**.
  - Tab names:

- **Workitems** is now **Universal Queue**.

- **Summary** is now **Dashboards.**

- **Settings** is now **Configuration**. (CIWD-1434)

- **Prioritization start dates** — You can now adjust prioritization start dates and/or SLAs for a specific work item by using custom values in the **sourceCreatedDateTime** and **sourceDueDateTime** fields. (CIWD-1207)

- **Copy attribute name** — You can now copy a work item attribute name to the clipboard by clicking a special copy button in the **Properties** or **System Properties** table in the **Workitem Details** panel. The button becomes visible on mouseover of the table row that contains the particular attribute. (CIWD-930)

- **Engage cloud Email** — New Engage cloud Email features are delivered in Workload Manager. Please see the https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/Email">https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/Email">Email Release Note. (CIWD-261)

- **Email Reporting** — Two new reports in the **CX Insights for IWD** folder provide detailed reporting on inbound and outbound email activity:
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  - (CIWD-1087)

- Starting with this release, Intelligent Workload Distribution is available in Genesys Engage cloud on Azure. (CIWD-42)

Intelligent Workload Distribution API: March 31, 2021 aws Azure

What's New

- Starting with this release, Intelligent Workload Distribution API is available in Genesys Engage cloud on Azure.

Prior Releases

For information about prior releases of Intelligent Workload Distribution, click here : intelligent Workload Distribution

For information about prior releases of Intelligent Workload Distribution API, click here: Intelligent Workload Distribution API