



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Multicloud CX Release Notes

Intelligent Workload Distribution Release Notes

5/18/2022

Contents

- 1 IWD Data Mart: April 26, 2022
 - 1.1 What's New
- 2 Intelligent Workload Distribution: April 21, 2022
 - 2.1 Resolved Issues
- 3 Intelligent Workload Distribution: April 07, 2022
 - 3.1 What's New
 - 3.2 Resolved Issues
- 4 Intelligent Workload Distribution: March 24, 2022
 - 4.1 What's New
- 5 IWD Data Mart: March 11, 2022
 - 5.1 What's New
 - 5.2 For private edition
- 6 Intelligent Workload Distribution: February 17, 2022
 - 6.1 What's New
 - 6.2 Resolved Issues
- 7 Intelligent Workload Distribution: January 13, 2022
 - 7.1 What's New
 - 7.2 Resolved Issues
- 8 IWD Data Mart: January 13, 2022
 - 8.1 What's New
- 9 Intelligent Workload Distribution: December 08, 2021
 - 9.1 Resolved Issues
- 10 Intelligent Workload Distribution: November 03, 2021
 - 10.1 What's New
- 11 IWD Data Mart: October 29, 2021
 - 11.1 For private edition
- 12 Intelligent Workload Distribution: October 29, 2021
 - 12.1 For private edition
- 13 Intelligent Workload Distribution: October 20, 2021

-
- [13.1 What's New](#)
 - [13.2 Resolved Issues](#)
 - [14 Intelligent Workload Distribution: October 06, 2021](#)
 - [14.1 What's New](#)
 - [15 Intelligent Workload Distribution: September 23, 2021](#)
 - [15.1 What's New](#)
 - [16 Intelligent Workload Distribution: September 09, 2021](#)
 - [16.1 What's New](#)
 - [16.2 Resolved Issues](#)
 - [17 Intelligent Workload Distribution API: September 09, 2021](#)
 - [17.1 What's New](#)
 - [18 Intelligent Workload Distribution: August 11, 2021](#)
 - [18.1 What's New](#)
 - [19 Intelligent Workload Distribution: July 22, 2021](#)
 - [19.1 What's New](#)
 - [20 Intelligent Workload Distribution API: July 09, 2021](#)
 - [20.1 What's New](#)
 - [20.2 Resolved Issues](#)
 - [21 Intelligent Workload Distribution: July 09, 2021](#)
 - [21.1 What's New](#)
 - [21.2 Resolved Issues](#)
 - [22 Intelligent Workload Distribution: June 24, 2021](#)
 - [22.1 What's New](#)
 - [22.2 Resolved Issues](#)
 - [23 Intelligent Workload Distribution: May 12, 2021](#)
 - [23.1 What's New](#)
 - [23.2 Resolved Issues](#)
 - [24 Intelligent Workload Distribution: April 29, 2021](#)
 - [24.1 Resolved Issues](#)
 - [25 Intelligent Workload Distribution: March 31, 2021](#)
 - [25.1 What's New](#)
 - [26 Intelligent Workload Distribution API: March 31, 2021](#)
 - [26.1 What's New](#)

-
- [27 Prior Releases](#)











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:

-

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	First availability	Released for	Highlights	Release number
IWD Data Mart	April 26, 2022	  	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	 	Improvements for stability and scalability.	100.0.084.0000
Intelligent Workload Distribution	April 07, 2022	 	Improvements to filtering and viewing categories affected by an endpoint.	100.0.083.0000
Intelligent Workload Distribution	March 24, 2022	 	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,	100.0.006.1916

Service	First availability	Released for	Highlights	Release number
			enableServiceLinks , is introduced.	
Intelligent Workload Distribution	February 17, 2022	 	Improvements to the Prioritization schema and Booster Table UI.	100.0.081.0000
Intelligent Workload Distribution	January 13, 2022	 	New table format for viewing email headers.	100.0.080.0000
IWD Data Mart	January 13, 2022	  	IWD now supports reporting on Category Level 3 - 10.	100.0.006.1898
Intelligent Workload Distribution	December 08, 2021	 	Fixes for Workload Manager.	100.0.079.0000
Intelligent Workload Distribution	November 03, 2021	 	Improvements to Categories testing.	100.0.078.0000
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 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
Intelligent Workload Distribution	October 20, 2021	 	Added validation for Category names.	100.0.077.0000
Intelligent Workload Distribution	October 06, 2021	 	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	 	New feature to support transfer of work items to the Universal Queue. Improvements to categories and categorization rules.	9.0.000.75
Intelligent Workload	September	 	Improvements to	9.0.000.74

Service	First availability	Released for	Highlights	Release number
Distribution	09, 2021		Workitem History, Universal Queue, and Categories.	
Intelligent Workload Distribution API	September 09, 2021	 	New fields in responses for actions API requests.	9.0.000.74
Intelligent Workload Distribution	August 11, 2021	 	Improvements to IWD reports in Genesys CX Insights.	9.0.000.72
Intelligent Workload Distribution	July 22, 2021	 	Minor UI changes.	9.0.000.71
Intelligent Workload Distribution API	July 09, 2021	 	Update to sourceSystemDueDate field logic.	9.0.000.70
Intelligent Workload Distribution	July 09, 2021	 	Displays workitem history.	9.0.000.70
Intelligent Workload Distribution	June 24, 2021	 	Agents can pull interactions from the Universal Queue.	9.0.000.69
Intelligent Workload Distribution	May 12, 2021	 	Fixes for Workload Manager.	9.0.000.67
Intelligent Workload Distribution	April 29, 2021	 		9.0.000.66
Intelligent Workload Distribution	March 31, 2021	 	Support for Genesys Multicloud CX Email. Support for Genesys Engage cloud on Azure	9.0.000.65
Intelligent Workload Distribution API	March 31, 2021	 	Support for Genesys Engage cloud on Azure	9.0.000.65

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



Resolved Issues

- This release includes improvements for stability and scalability.

Intelligent Workload Distribution: April 07, 2022  

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)

Intelligent Workload Distribution: January 13, 2022



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)

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: December 08, 2021



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




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)

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 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)

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 **iwid-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



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  

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  

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:
 -
 -

(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



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](#)