

## **GENESYS**

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## **Best Practice Overview**

**iWD Best Practice Overview** 

## iWD Best Practice Overview

This group of topics provides some best practice guidelines to use when you are planning, deploying, and configuring intelligent Workload Distribution (iWD):

- Design Phase
- Task Capture
- Business Rules Configuration
- Configuration
- · Task Distribution and Routing
- Reporting

Best Practice Overview 2