GENESYS™

iWD Overview

Support for Workforce Management

5/13/2025

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The iWD Standard Rules Template enables you to specify the WFM Activity or Multi-Site Activity to assign to a task as part of a business rule. For example, the following conditions and actions could be configured for a rule:

```
if the Product is Widget, and the Customer Segment is Gold, then Set Priority to 200 and Set
WFM Activity to 'Gold Product Support'
```

This sets an attached data element for the interaction that has the name of the WFM Activity or Multi-Site Activity. Then, in the routing strategy, you can use that attached data element for segmentation to peg the interaction to a specific Interaction Queue or Virtual Queue (the object types that WFM Data Aggregator is capable of monitoring). Refer to **Workforce Management** documentation for more information.