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iWD Deployment Guide

intelligent Workload Distribution 9.0 Deployment Guide

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Welcome to the *intelligent Workload Distribution 9.0 Deployment Guide*. This document describes how to install and configure intelligent Workload Distribution (iWD). This document is valid for 9.0.x releases of this product.

This document is intended for:

- IT staff responsible for iWD installation and configuration.
- Business analysts responsible for Department and Process configuration.

It assumes that you understand:

- The workflow concepts implemented in the various enterprise source systems (for example, business process management (BPM) systems, host systems, CRM systems, and so on) from which the iWD solution captures tasks.
- Network design and operation.
- Your own network configurations.

Overview

[New Features by Release](#)
[Systems, Platforms and Compatibilities](#)
[iWD Solution Architecture for 9.0.x](#)
[Migration to 9.0.x](#)
[Migration of the 9.0.x release to newer versions](#)

Installation Overview

[Deployment Overview](#)
[Installation Phase Overview](#)
[System Configuration Overview](#)
[Business Logic Overview](#)
[Task Attributes & Interaction Properties Overview](#)

Installation 1

[Prepare for Installation](#)

Installation 2

[Enabling/Disabling ADDP Connections](#)

<p>Interaction Server Configuration</p> <p>Installing iWD GAX Plug-in</p> <p>Uploading IPs Using GAX</p>	<p>Creating the Tenant in GAX</p> <p>Working with Integrated Capture Points</p> <p>Manual Setup of the IWDBPs</p>
<p>Installation 3</p> <p>Logging</p> <p>Preparing iWD for use with Social Engagement</p> <p>Installing/Removing Language Packs</p>	<p>Configuration</p> <p>iWD Manager</p> <p>iWD History Node</p> <p>Roles and Privileges in GAX</p> <p>iWD Business Solution</p> <p>Task Attributes and Interaction Properties</p> <p>iWD Services</p>
<p>iWD Web Installation and Configuration</p> <p>Installing iWD Web for Windows Manually</p> <p>Installing iWD Web on Linux</p> <p>Create/Configure iWD Web in GAX</p> <p>Configure Web Service Capture Point</p> <p>Configuring iWD Web Services</p>	<p>Further Configuration</p> <p>Customer and Partner Translation</p> <p>High Availability</p>
<p>Troubleshooting</p> <p>Troubleshooting</p> <p>Support for RHEL 64-bit Platforms</p>	<p>Best Practice Overview</p> <p>Design Phase</p> <p>Task Capture</p>

Blocked Lookup Tables

Business Rules Configuration
Configuration
Task Distribution and Routing
Reporting