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iWD Overview

Support for eServices and Third Party Media Servers

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Support for eServices and Third Party Media Servers

iWD components work with Interaction Server and the Genesys Rules System to make up the iWD Solution. Interaction Server is an integral component for iWD. iWD uses the Interaction Server database to store task information.

The iWD Solution shares some common components with the Genesys eServices solution, such as Interaction Server and, optionally, Genesys Knowledge Management and Genesys Email (for outbound notifications and acknowledgements). The iWD application refers to the software components that are packaged on the iWD CD, such as iWD Runtime Node and iWD Manager.

You can use iWD with Genesys eServices solutions (for example, Genesys Email, Genesys Chat, Genesys SMS, and Genesys Social Engagement and Genesys Web Engagement) as well as with integrations to third-party media servers that were built with the Open Media API. When used together, these combined solutions allow you to apply business rules to any interaction that is managed through the Genesys Interaction Server, such as email, chat, SMS, web and social media interactions.

You can also manage these interactions through iWD Manager's Global Task List (GTL)—business analysts can view the status of interactions, hold and resume them, and modify various interaction attributes. See **the Global Task List in iWD Manager**.