

## **GENESYS**

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## iWD Overview

intelligent Workload Distribution Overview

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Welcome to the intelligent Workload Distribution (iWD) Overview Guide, where you'll find high-level, conceptual and architectural information about iWD.

This document has three primary audiences:

- IT staff who are responsible for the iWD installation and system configuration (such as servers, connections, and services).
- Business analysts who are responsible for iWD business configuration (such as contracts, business processes, and rules).
- Team managers responsible for managing enterprise resources who are working on tasks that are supplied by iWD.

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