Genesys Engage cloud Release Note

Intelligent Workload Distribution

5/3/2025

Intelligent Workload Distribution

> ### Important
> Not all changes listed below may pertain to your deployment.

- For information about the latest releases of IWD, click here: Intelligent Workload Distribution
- For more information on IWD, see the documentation here.

- March 4, 2021 (9.0.000.64)
- February 11, 2021 (9.0.000.63)
- November 05, 2020 (9.0.000.60)
- October 22, 2020 (9.0.000.59)
- October 8, 2020 (9.0.000.58)
- September 24, 2020 (9.0.000.57)
- September 03, 2020 (9.0.000.56)
- August 20, 2020 (9.0.000.55)
- July 23, 2020 (9.0.000.54)
- July 09, 2020 (9.0.000.53)
- June 25, 2020 (9.0.000.52)
- June 09, 2020 (9.0.000.50)
- May 28, 2020 (9.0.000.49)
- May 14, 2020 (9.0.000.48)
- April 30, 2020 (9.0.000.47)
- April 20, 2020 (9.0.000.46)
- April 2, 2020 (9.0.000.45)
- March 19, 2020 (9.0.000.44)
- March 05, 2020 (9.0.000.43)
- February 20, 2020 (9.0.000.42)
- February 6, 2020 (9.0.000.41)
- January 23, 2020 (9.0.000.40)
- January 9, 2020 (9.0.000.39)
- December 9, 2019 (9.0.000.35)
- October 3, 2019 (9.0.000.27)
- June 28, 2019 (9.0.000.18)

March 4, 2021 (9.0.000.64)

Resolved issues

- iWD Manager now correctly prohibits saving empty rules in Rules Builder. (CIWD-1370)
- When an Endpoint is either unassigned from the Designer application or deleted, in a previously related workitem's details the default Endpoint now displays. (CIWD-1105)
- When the source system submits a workitem with empty non-custom attribute values, these attributes can now be edited in iWD Manager. (CIWD-533)

February 11, 2021 (9.0.000.63)

What's new?

Auto-suggest in search

- iWD now auto-suggests possible values for:

  - Existing attributes names and logical operators.

  - Values for key-value pairs and multi-values, along with the ability to search among them using an already entered value.

    (CIWD-772)

WFM Activity to Category mapping

- Genesys WFM Activity can now be mapped to the **level1/*** category path in iWD in addition to **level1/ level2**, **Default/unclassified**, and **level1/unclassified**. Setup is the same as before but instead of specifying **leve1/level2** in the activity, specify **level1/*** to select all subcategories of the **level1** category. (CIWD-985)

Reporting enhancements

- The reporting model has been extended with new elements:

  - The **Media Type** attribute distinguishes different types of media (such as **workitem** or **email**). It is added to the following reports:

    - Capture Point Business Value

    - Capture Point Task Duration

    - Customer Segment Service Level

    - Intraday Process

    - Resource Performance

    - Task Age

    - Task Detail

    - Task Work Detail Report

  - The **Media Type** prompt enables filtering by different types of media. It is added to reports containing the **Media Type** attribute listed above, and to the following dashboards:

    - Capture Point

    - Customer Segment Service Level

    - Intraday Process

    - Resource Performance

    - Task Age Dashboard

  - The **Interaction Type** and **Interaction Subtype** attributes enable data to be organized by interaction type and interaction subtype. They are added to the following reports:

- Task Detail

- Task Work Detail Resource Performance Report

- The **Interaction Type** prompt allows the Task Detail, Task Work Detail and Resource Performance Reports to be filtered by interaction type.

  (CIWD-784)

Inactivity logout

- iWD Manager now logs users out automatically after 15 minutes of inactivity. (CIWD-1071)

Filter and sort attributes

- It is now possible to filter and sort workitem attributes in the **Workitem Details** panel. (CIWD-1006)

Resolved issues

- iWD now correctly updates the state of a workitem that is returned to the universal queue after a routing timeout in Designer. Previously in such a scenario, iWD might have put workitems into a **Completed** state, which might have resulted in their being marked as **Expired** while still awaiting completion. (CIWD-1409)

- iWD now uses the same interaction ID for both Contact Server and Interaction Server when a workitem is submitted. (CIWD-1399)

- iWD now takes into account the priority attribute provided by the source system. This initial priority value is now always added to the priority calculated by the prioritization schema. (CIWD-1397)

- iWD now correctly handles rules defined in categories, when the type of categorization rule is changed from Lucene Query to Rules Builder or vice versa. Previously, iWD might have incorrectly updated the changed rule. (CIWD-1196)

- iWD now correctly calculates the next scheduled reprioritization time. Previously this time was calculated based on the last time the workitem was queued. (CIWD-1157)

- iWD now correctly processes transfers for workitems when the assigned agent changes. (CIWD-1092)

- iWD Manager now displays user-friendly names for Designer applications. (CIWD-422)

November 05, 2020 (9.0.000.60)

Resolved issues

- This update includes improvements for stability and scalability.

October 22, 2020 (9.0.000.59)

Resolved issues

- This update includes improvements for stability and scalability.

October 8, 2020 (9.0.000.58)

What's new?

Search for Endpoints

- Search within the Endpoints list is now available. (CIWD-824)

Summary table improvements

- User data in the **Summary** table is now trimmed and tooltip help is displayed on mouseover. (CIWD-829)

Resolved issues

- This update includes improvements for stability and scalability.

September 24, 2020 (9.0.000.57)

What's new?

Support for query validation in iWD Manager

- iWD Manager now validates Lucene queries in the search field, highlights the position of any search field input errors and shows error messages. (CIWD-556)

Improved handling of duplicate workitems

- IWD now returns a 200 OK HTTP response when a request to create workitems contains one or more workitems that have already been created. The body of the HTTP response now contains a list with details of all workitems, and an additional list of external IDs of the duplicates. Client applications that process this content in an HTTP response need to be adjusted to accommodate the change in format. Please refer to the API documentation for details. (CIWD-719)

Auto-addition of Endpoint prefixes

- When an endpoint of type openmedia is created, a prefix is now automatically added. Previously this prefix had to be added manually. (CIWD-609)

Resolved issues

- iWD now correctly classifies items that use Lucene queries involving fields with multiline text. Previously such fields were ignored during classification. (CIWD-753)

September 03, 2020 (9.0.000.56)

Resolved issues

- This update includes improvements for stability and scalability.

August 20, 2020 (9.0.000.55)

What's new?

Automatic index cleanup

- iWD now performs automatic cleanup of workitem indexes created more than 90 days ago. Contact Genesys if you need workitems to exist for longer than 90 days. (CIWD-586)

July 23, 2020 (9.0.000.54)

Resolved issues

- This update includes improvements for stability and scalability.

July 09, 2020 (9.0.000.53)

What's new?

Service reliability

- Handling of internal connections between components has been improved. (CIWD-578)

June 25, 2020 (9.0.000.52)

What's new?

Saving of search filters

iWD Manager users can now save search filters in the **Workitems** and **Summary** tabs of iWD Manager.

- Supervisors can now configure and save search queries along with their preferred **Workitem** or **Summary** tab views—such as specific selected columns, sorting direction, fields, categories and so on.

- Other users can now access and use the queries stored by the Supervisor in order to make work easier.

- Other users can now add queries to their Favorites list.
  Please contact Genesys to have this feature enabled. (CIWD-338)

Integration with WFM

- You can now integrate iWD with Genesys Workforce Management (WFM) to enable WFM capabilities to improve management of your contact center workforce. There is more information in the Genesys Engage Administrator's Guide. (CIWD-9)

Service reliability

- Service reliability has been improved by adding end-to-end health checks, logging and monitoring improvements. (CIWD-337)

Reporting

- GCXI reports for Cloud IWD have been improved. (CIWD-511, CIWD-283)

June 09, 2020 (9.0.000.50)

Resolved issues

After restoring its connection with underlying Genesys Engage cloud components, iWD now:

- No longer makes any additional attempts to reconnect.
- Issues only a single client registration request per queue. This also improves performance.
- Registers the client immediately and subscribes to notifications (unsolicited events). This ensures that workitems' states are updated precisely.

(CIWD-527)

May 28, 2020 (9.0.000.49)

What's New

- You can now delete an Endpoint's user data keys. (CIWD-496)

Resolved issues

- This update includes improvements for stability and scalability.

May 14, 2020 (9.0.000.48)

What's New

UI enhancements to exhibiting workitems & better sorting

- You can now:
  - Sort columns in the Workitem display panel in multiple ways.
  - Drag and drop columns.
  - Expand and collapse the contents of fields with more than 200 characters.
  - Scroll down through long field displays.

(CIWD-468, CIWD-445, CIWD-340)

April 30, 2020 (9.0.000.47)

Resolved Issues

- This update includes improvements for stability and scalability.

April 20, 2020 (9.0.000.46)

Resolved issues

- This update includes improvements for stability and scalability.

April 2, 2020 (9.0.000.45)

What's New

Internationalization support

- Cloud iWD now lets you select a localized UI from the **User Preferences** menu in the iWD Manager interface. (CIWD-29)
    - French and German languages are now supported. (CIWD-28)
- A quick 'filter by Category' button has been added to the **Workitem Details** view. (CIWD-246)

Resolved issues

- This update includes improvements for stability and scalability.

March 19, 2020 (9.0.000.44)

What's New

Two-way API messaging support

- Cloud iWD now supports two-way REST API messaging between Cloud iWD and multiple source systems. For more information, see the Cloud iWD API Reference documentation. Consult with your Genesys

representative to enable this feature.

Stability and scalability

- This update includes improvements for stability and scalability.

March 05, 2020 (9.0.000.43)

What's New

UI Enhancements in iWD Manager

- A new **Summary View** panel is added to the **Settings** tab of iWD Manager. This displays details of all categories, prioritization schemas and endpoints. You can also search the displayed items and export displayed items to .CSV format.

- You can now search the lists of categories and prioritization schemas by entering search text above the navigation tree in the respective panels.

- You can now use the names of categories in the **Segment by** option of the endpoint configuration. This is useful when multiple categories are configured to use the same endpoint. Using the category for segmentation along with other item attributes can help to ensure that items from all categories are pushed to routing.

- The iWD Manager **Settings** drop-down menu now allows you to select a further colorized display of workitem states.

February 20, 2020 (9.0.000.42)

What's New

UI Enhancements in iWD Manager

- A **Restore defaults** button has been added to the iWD Manager **Settings** drop-down menu. This feature enables you to restore default columns and sorting views after customizations have been made.

- You can now see workitems' Prioritization schema and Endpoint displayed both in tooltips in the iWD Manager global workitem list and at the top of the **Workitem Details** panel.

- The workitem's state is now displayed in a new **State** column in iWD Manager.

- The following predefined queries have also been added to iWD Manager's global workitem list:

  - Was/Is assigned to an agent

  - Completed but never been assigned

    These enable you to easily identify whether workitems have been processed by an agent.

Resolved issues

- Bulk actions to workitems in specific Categories are now applied only to the selected Category. (CIWD-155)

- New attributes that are added to a workitem in the **Workitem Details** panel are now saved correctly. (CIWD-148)

- Customized filter criteria in iWD Manager are now preserved across user sessions and page refreshes. (CIWD-94)

- Empty **Due Date** values in iWD Manager are now left empty, rather than being updated with the local time. (CIWD-71)

- Where a workitem field is longer than 30 symbols, you can now see its full content in a tooltip. Previously, the content was truncated. (CIWD-67)

February 6, 2020 (9.0.000.41)

What's New

Update to Cloud iWD Data Mart

- Cloud iWD 9.0.000.41 is released in tandem with Cloud iWD Data Mart release 9.0.000.47.

For more information on Cloud iWD, see the documentation here.

January 23, 2020 (9.0.000.40)

Resolved issues

- Customized user views in iWD Manager are now preserved across user sessions and page refreshes. (CIWD-130)

- Users can now export selections of workitems. Previously, export was available only for all workitems. (CIWD-98)

For more information on Cloud iWD, see the documentation here.

January 9, 2020 (9.0.000.39)

What's New

Language support

- iWD Manager now supports the German date format.

For more information on Cloud iWD, see the documentation here.

December 9, 2019 (9.0.000.35)

What's New

Outbound REST Webhook updates

- Support for outbound REST webhook updates of workitem status back to the source system. This feature enables source systems to follow the progress of the workitem through Cloud iWD and to know the status of the workitem within Genesys. Genesys Professional Services will configure this feature.

Role-based Access Control

- You can now assign sets of permissions to iWD Manager users to restrict access to different features and functions. Available roles are:
    - iWD Manager User (read-only)
    - iWD Manager Supervisor
    - iWD Manager Business User
    - iWD Manager Administrator

    Users without one of these roles assigned cannot log in to iWD Manager.

Enhancements to iWD Manager

- You can now export selected workitems to a CSV format file by clicking the export button at the top right of the screen.
- Dashboards in the **Summary** tab now display meaningful labels and descriptions.
- The Help button now opens the iWD Manager topics in the Genesys Engage cloud Administrator's Guide in a browser window.
- You can now navigate directly from the Genesys brand icon at the top left of the screen to the genesys.com Business Automation Solutions portal.

Enhancements to Historical Reporting

- See the Genesys CX Insights release notes.

Support for Gplus Adapter for Salesforce Lightning

- See the Gplus Adapter (V.9) for Salesforce Lightning release notes.

For more information on Cloud iWD, see the documentation here.

October 3, 2019 (9.0.000.27)

What's New

Dashboards

- This release delivers dashboards for real-time monitoring of workitems in iWD Manager. Use these to:
    - Identify bottlenecks in arrival and completion patterns.
    - View volumes.
    - Monitor service level adherence, categories and timing.

        You can drill down at any time to the data underlying these dashboards by clicking on the **Workitems** tab.

Source system updates

- Source systems can now receive updates as workitems progress through the iWD solution. This feature connects the iWD solution to the source system by means of a webhook integration configured by Genesys Professional Services. Outgoing messages do not require a confirmation of receipt from the source system, so you should consider them as informational only and therefore delivered on a best-efforts basis.

Sample integration

- This release includes a one-way sample integration of Salesforce.com cases to the intelligent Workload Distribution API.

For more information on Cloud iWD, see the documentation here.

June 28, 2019 (9.0.000.18)

What's New

Cloud intelligent Workload Distribution (iWD)

Cloud intelligent Workload Distribution (iWD) captures pre-classified work items (tasks) from any source system, then continuously re-prioritizes the tasks according to business requirements to ensure they are pushed to the best available agent at the right time.

- **Business Context Configuration**—The source system classifies tasks and passes them to Cloud iWD to match with the appropriate departments and business processes. Tasks can then be viewed and managed in the Global Task List in iWD Manager, and subsequently reported on. Business users can easily add new departments or business processes.

- **Service Level Agreement-based Rules**—Service Level Agreement (SLA) rules prioritize the tasks from most to least important, based on business value. Cloud iWD automatically re-prioritizes tasks throughout their lifecycle, ensuring the most important are at the top of the Global Task List.

- **Task Management**—Operations Managers and Team Leads can:

  - View captured tasks in the Global Task List

  - Hold, resume, and cancel tasks

  - Modify task attributes (modifications take effect immediately)

  - Manage flexible and business-friendly prioritization schemes

- **Business Insights**—Cloud iWD generates task-based statistics that provide insight into business performance. Business insights are available for the current day, and intraday historically.

For more information on Cloud iWD, see the documentation here.