



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Security Deployment Guide

intelligent Workload Distribution Support for GDPR

# intelligent Workload Distribution Support for GDPR

This page describes product-specific aspects of intelligent Workload Distribution support for the European Union's General Data Protection Regulation (GDPR) in premise deployments. For general information about Genesys support for GDPR compliance, see [General Data Protection Regulation](#).

## Warning

Disclaimer: The information contained here is not considered final. This document will be updated with additional technical information.

**intelligent Workload Distribution** is a Business Optimization product that gathers work items or "Tasks" from third party systems such as CRM, and distributes them efficiently to the back office agents. For this, it analyzes key information ("attributes") attached to each Task, such as customer segment, due date, request type, priority and so on. With these attributes, iWD classifies the Tasks and assigns a priority to them, then pushes them at the right time to the right Agent.

iWD Core/Extended Attributes (including "Customer ID") must never contain any Personal Information (any information that may identify a natural living person). Should conveying Personal Information be necessary, Customer must convey it only via the Task(s) Custom attribute(s) and only if the Task's lifetime is less than thirty days. Customer must not include any Custom attribute(s) which contain Personal Information in the list of attributes used for historical reports.

Customer acknowledges that these steps are necessary to ensure that Personal Information retention is kept to a minimum. Failure to follow these instructions will result in the storage of Personal Information for an indefinite period of time, and Customer acknowledges that it is responsible for avoiding such retention.