Overview:
iWD (intelligent Workload Distribution) 8.5 Deployment engages students in hands-on activities during which they install, configure and test Genesys iWD. The course includes the installation of the Genesys Rules System.

Software Version:
This course uses iWD version 8.5.1 with other Genesys components (version 8.5. and 8.1)

Course Objectives:
After completing this course, a student will be able to:
- Describe what the iWD Solution is and explain its value.
- Describe the iWD Solution architecture; identifying components, their function and dependencies.
- Plan technical aspects of an iWD Solution deployment.
- Deploy the iWD components using applicable technical best practices.
- Install the Genesys Rules System.
- Plan business aspects of an iWD Solution Deployment.
- Explain the iWD Business Process (IRD).
- Submit tasks from “source” systems and execute the out-of-box business process to test a deployment.
- Use the Global Task List in iWD Manager.
- Perform basic deployment troubleshooting.
- Run Pulse (Genesys Administrator Extension) reports to aid in testing iWD reporting components deployment.

Target Audience:
iWD 8.5 Deployment is intended for technical roles such as system administrator. It is also relevant to those functioning in an ‘architect/designer’ role.

Course Prerequisites:
Courses Required
- Genesys Routing and Reporting Deployment (GRR8x-DPL)
- or:
- Genesys Framework, Routing, and Reporting Administration (FRR85-ADM)

Skills Required:
- Familiarity with Genesys Framework and IRD

Course Outline:
1 - Introduction
- Define intelligent Workload Distribution (iWD) from a business perspective
- Explain the key benefits and capabilities
2 - iWD Architecture
   • List iWD component and services
   • Explain the iWD Solution architecture

3 - Technical Deployment Planning
   • List deployment tasks for technical deployment
   • Describe planning tasks for technical deployment

4 - Interaction Server Installation
   • Install and configure Interaction Server
   • Create databases
   • Add Switch objects

5 - Genesys Rules System Installation
   • Install the Genesys Rules Engine and the Genesys Rules Authoring Tool
   • Add the Genesys Rules Development Tool to Eclipse (Composer)

6 - iWD Installation
   • Install the iWD Plugin for Genesys Administrator Extension (GAX)
   • Configure Apache Tomcat
   • Install iWD Manager
   • Run the iWD Setup Utility
   • Explain iWD logging
   • Add and configure iWD Tenant and Solution
   • Configure role-based access control
   • Explore Capacity Rules

7 - Capture Services
   • Configure the Capture functionality (integrated capture points of Interaction Server)

8 - Business Deployment Planning
   • Identify key planning tasks for business deployment
   • Create Departments and Processes

9 - Business Configuration
   • Add the iWD Business Hierarchy in GAX
   • Create Rules and Business Calendars
   • Analyze strategies of the IWDBP Business Process
   • Submit tasks and monitor in the GTL view
   • Prepare the IWDBP Strategies for your iWD environment
   • Modify the IWDBP Rules Template

10 - iWD Business Process and Global Task List
    • Explain the iWD task lifecycle
    • Explore the iWD Business Process
    • Use the Global Task List in iWD Manager

11 - Interaction Flows and Log Messages
    • Explain the iWD interaction flow
    • Analyze related log messages
12 - Reporting Services
- Add iWD Runtime Node and Data Mart
- Configure iWD Reporting Services
- Explain iWD reporting
- Add Stat Server Java Extension

13 - iWD Reporting with Pulse (GAX Plugin)
- View/Configure iWD reports

14 - Optional lesson: Configure CCPulse+ for iWD reporting