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Genesys Customer Experience Insights Project Guide

Genesys CX Insights for iWD project

12/19/2025

Genesys CX Insights for iWD project

This section contains object information for the Genesys *CX Insights for iWD* project; which is used to build historical reports from intelligent Workload Distribution (iWD) data.

The Genesys CX Insights for iWD project was introduced in Genesys CX Insights release 9.0.011.00, with additional reports and dashboards added in subsequent releases. The Genesys CX Insights for iWD Project is organized in the following folders:

- **iWD folder**