

GENESYS

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iWD Web Help

How do I upload tasks to iWD?

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Uploading tasks to iWD

List Tasks Upload tasks Select files	Upload queue					
Drop file here lect by Brown rag and drop/browse	Queue length: 6 Name	Size	Progress	Status	Actions	
	attribute_not_supported.csv	0.00 MB	0%	0	∓ ×	Ô
	duplicated_column.csv	0.00 MB		0	$\overline{\bullet}$ ×	Ô
	duplicated_tasks.csv	0.88 MB	100%	0	7 * ×	Ô
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	csv	0.00 MB	upla	ad o	ne ×	D
	,CSW	1.80 MB			$\overline{+}$ \times	î
	Queue progress:					
(Duployd all Cancel all Remove all					
unload		Request failed: Duplicate	d column found: Captu	re ID		
upiouu i		Request failed: Task attribute Not Supported is not supported				

- 1. **Either** drag and drop one or more spreadsheet files containing tasks **or** browse your filing system to make a selection.
- To upload the file(s) to iWD/Interaction Server, click either Upload All or upload an individual spreadsheet by clicking on the up-arrow symbol next to it (in the Action column). The Progress column (showing the progress of the upload to iWD Web) shows either green (complete) or blue (in progress with percentage complete).

Notes

- Only .CSV, .XLS and .XLSX file formats are supported.
- View any errors by:
 - Viewing the error pop-ups at the bottom of the screen.
 - Hovering over the status icon.
 - Clicking on the hover help to display more detail where available.
- Go back to the Jobs List tab to download files containing errors for diagnosis and correction.

See also:

- Download a spreadsheet template
- View status of upload jobs
- Overview