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iWD Introductory Videos

A Video Introduction to iWD

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A Video Introduction to iWD

Please watch these four short introductory video series for a high-level view of how iWD captures, processes, monitors and distributes tasks.

Task Capture

[Link to video](#)

Video 1 describes how iWD captures tasks from external source systems.

Task Lifecycle

[Link to video](#)

Video 2 gives a high-level breakdown of the lifecycle of a task while it's in iWD.

Task Monitoring & Management

[Link to video](#)

Video 3 shows the task monitoring and management activities you can carry out in the Global Task list in iWD Manager.

Task Distribution

[Link to video](#)

Video 4 shows how the Distribution strategy in iWD delivers the task to the right resource.