iWD Deployment Guide

Task Attributes and Interaction Property Analysis Overview

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Before you configure a working iWD environment with Capture Points (or if you are planning to bypass Capture Points and upload tasks directly by using iWD Web) you need to carry out an analysis of what task attributes and interaction properties (including custom properties) you need to capture from the source system and how they will be mapped in iWD and processed by the Genesys Rules engine and reported on subsequently.

This topic is covered in detail in **Working with Task Attributes and Interaction Properties**.

There are also best practice recommendations for **Task Capture here**.