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iWD Deployment Guide

Install and Configure iWD Web

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Background

Before iWD Web, capturing work items has always been handled either by out-of-the-box capture adapters like a Web service interface, XML and IBM WebSphere MQ adapters, or by Genesys eServices equivalents.

iWD Web is a web-based, easy-to-deploy workload management solution. It enables organizations to automate and optimize the distribution and handling of tasks and increase workforce efficiency. Purpose-built to deliver rapid time to value, it provides the capability to upload task lists without the need to connect to other source systems, such as CRM, ERP, and legacy systems, leveraging export functionality commonly available to business users.

Instead of having to rely on manual task distribution to your team via spreadsheets (and also CSV files,) or team members having to pick their next work item manually from a CRM, ERP, or legacy system, iWD Web enables you to create new lists with task definitions based on data that business or operations managers can upload from .CSV, .XLS and .XLSX files. You can use your CRM, ERP, or legacy system's export to spreadsheet/CSV file feature to download a list of work items that your team needs to work on and import that file to iWD Web, which reads and treats every line of your spreadsheet as a task to be analyzed and properly distributed to your available team members.

Prerequisites

Before installing and starting iWD Web, you must have followed as a minimum steps 1 thru 10 as described in the Task Summary [here](#).