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iWD Overview

Support for Workforce Management

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Support for Workforce Management

The iWD Standard Rules Template enables you to specify the WFM Activity or Multi-Site Activity to assign to a task as part of a business rule. For example, the following conditions and actions could be configured for a rule:

if the Product is Widget, and the Customer Segment is Gold, then Set Priority to 200 and Set WFM Activity to 'Gold Product Support'

This sets an attached data element for the interaction that has the name of the WFM Activity or Multi-Site Activity. Then, in the routing strategy, you can use that attached data element for segmentation to peg the interaction to a specific Interaction Queue or Virtual Queue (the object types that WFM Data Aggregator is capable of monitoring). Refer to **Workforce Management** documentation for more information.