GENESYS™

iWD Deployment Guide

Working with Integrated Capture Points

5/8/2025

Working with Integrated Capture Points

Capture point (CP) functionality allows iWD to create new tasks, based on data coming from an enterprise application or *source system*. CPs also enable existing tasks to be canceled, completed, held/resumed, restarted, or modified. CP functionality is integrated into Interaction Server.

However, for customers upgrading from iWD 7.6.1 or 8.0, iWD 8.5 **no longer** supports the *legacy* CPs services from those releases.

Genesys recommends that you use the Integrated CPs (ICPs). Because iWD 8.5 no longer supports legacy capture points, you will need to migrate to using ICPs. See the *Moving from Legacy to ICPs* tab on this page.

Installing iWD ICPs

Installing iWD Integrated CPs

Installation procedures for ICPs are described in the eServices Integrated Capture Points 8.1 Guide.

> ### Important
> Remember that legacy capture points are not supported in iWD 8.5.

The prerequisites and other information will differ in the eServices 8.1 Deployment Guide, depending on the ICP being used. However, for all ICPs there are two common installation steps:

- Creating the Capture Point application.
- Configuring Capture Point iWD attributes.

Creating a Generic Capture Point

Creating a Generic Capture Point

The procedures in this section are applicable to all types of Capture Point. Differences in configuration

between pre-8.5 ICPs are mentioned specifically in the procedures are documented in the e-Service Capture Point Guide.

Creating the Capture Point application

Purpose

- The Capture Point functionality is built within Interaction Server 8.1, which means that there is no separate installation package for any type of Capture Points. An `Application` object for the Capture Point must be configured in GAX. One `Application` must be configured for each instance of the Capture Point. Interaction Server supports multiple capture points.

Prerequisites

- Interaction Server must be installed.
- iWD 8.5 must be installed.

Start

1. Login to GAX.

2. Navigate to Environment > Applications.

3. Create a new `Application` object based on the chosen Capture Point template. The `CapturePointId` will be automatically set to the name of the Capture Point application as configured in GAX. In iWD compatibility mode, it will also be saved as the `IWD_capturePointId` property in user data. When the Capture Point is configured, the Capture Point ID must be the same as the application name in order to ensure accurate events history reporting and accurate filtering. (The Capture Point *Name* can be anything).

> ### Important
>
> The name of the Capture Point **Application** must start with a letter, contain only alpha-numeric characters and underscores, and cannot be longer than 16 characters and cannot contain spaces.

4. Because the Capture Point is integrated with Interaction Server, the Host and Port information is taken from Interaction Server (which must be listed as a connection on the **Connections** tab). Host and Port information comes from Interaction Server.

5. Add a connection to Interaction Server. Multiple Capture Point **Application** objects can connect to the same Interaction Server.

6. On the **Ports** tab, add any additional ports required for connection to Interaction Server.

7. On the **Tenants** tab, add the relevant Tenant.

8. Ignore the **Options** tab.

9. Ignore the **Application Options** tab.

10. On the **iWD Attributes** tab, select the **Solution** from the drop-down list and add a **Description**. The runtime **ID** of the capture point is generated by GAX by default from the Solution's Tenant runtime ID.

11. Save the `Application` object.

12. When configuration is complete, click Save.

End

Moving from Legacy to ICPs

Mapping Native iWD Task Actions to Native IXS Message Operations

This section is intended to help you understand how the native Interaction Server (IXS) XML message operations compare to the native iWD XML message operations. The information provided here is mainly derived from the *eServices 8.1 User's Guide.*

This page shows how the operations you would specify in the iWD message format correspond, or translate, to the operations you would specify in the IXS message format.

Task action	iWD XML message operation	Interaction Server message operation
Create a new task/interaction in iWD	CreateTask	<interaction operation="submit">
Get information about a task/interaction in iWD	GetTaskInfo	<interaction operation="getinfo">
Update a task/interaction in iWD	UpdateTask	<interaction operation="update">
Complete a task/interaction in iWD	CompleteTask	<interaction operation="update">
Hold a task/interaction in iWD	HoldTask	<interaction operation="hold">
Resume a held task/interaction in iWD	ResumeTask	<interaction operation="resume">
Restart a task/interaction in iWD	RestartTask	<interaction operation="update">

Task action	iWD XML message operation	Interaction Server message operation
Cancel a task/interaction in iWD	`CancelTask`	`<interaction operation="update">`

Creating a New Task or Interaction

When you are creating a new task/interaction by using the `<interaction operation="submit">` operation to specify the `all initial` properties of the interaction, use the `properties` element, which is a direct child of the `interaction` element. Alternatively, you can provide default values for any interaction properties, as part of the Integrated Capture Point `Application` configuration. See the descriptions of the default-values sections (which are repeated for each capture type) in the eServices 8.1 Reference Manual.

Configuration of some properties is mandatory to ensure iWD behaves as expected. Also, in Task Attribute Mapping in the column `Interaction Attached Data Key`, the names of the properties are described as you would refer to them in this message. You can cross-reference this with the information in the tables titled `Translation Table for Known Attributes-Inbound` and `Translation Table for Known Attributes-Outbound` in the *eServices 8.1 User's Guide.*

Updating, Completing, Canceling, or Restarting a Task/Interaction

Use the `<interaction operation="update">` operation when you are updating, completing, canceling, or restarting a task/interaction. Use the `properties` element, which is a direct child of the `interaction` element, to specify which properties to update.

In the special cases, when you are completing, canceling, or restarting a task/interaction, specify the `Queue` property, to move the task/interaction to the `iWD_Completed` queue, `iWD_Canceled` queue, or the `iWD_New` queue, respectively.

Important

When you use the `iWD_Completed, iWD_Canceled,` and `iWD_New` queue names, it is assumed that you are using the out-of-the-box business process that is provided with iWD (IWDBP). If you have modified this business process to add/change queue names, you will need to consider this when you are specifying the `Queue` property for the update action.

Mandatory Interaction Properties

When you submit a new interaction to Interaction Server (`<interaction operation="submit">`), the

following properties are mandatory. Therefore, they are also mandatory for the Integrated Capture Points:

- `InteractionType`
- `InteractionSubtype`
- `MediaType`
- `Queue`
- `TenantID`

Important

In this case, `TenantID` is the Genesys tenant ID, not the ID of the managed tenant that is created in the iWD configuration.

You do not need to specify these properties in the XML message, because several of them are normally not relevant to iWD. There is a configuration option for the Capture Point `Application` template, called `default-values` (for a description, see the *eServices 8.1 Reference Guide*), which enables you to enter default values for any of these properties (as well as any other interaction properties). Therefore, if the default values for these five attributes/properties are specified in the options, then the message itself need not contain any other properties for Interaction Server to accept and process it.

The `Queue` property is an exception, because you can configure the default queue as part of the business process configuration by using the `endpoints` section.

In addition to these mandatory properties, three other properties, specific to iWD interactions, are used to ensure that interactions are accounted for correctly by iWD Data Mart and are displayed properly through the Global Task List. The properties are:

- `iWD_TenantId`
- `iWD_SolutionId`
- `iWD_CapturePointId`

The `iWD_CapturePointId` property will be equivalent to the name of your Capture Point `Application` in Configuration Server. See the procedure, "Creating the capture point application" in the *eServices 8.1 Deployment Guide*.

When you deploy the Integrated Capture Point, you must also set the ID and Solution on the iWD Attributes tab.

The `iWD_SolutionId` and the `iWD_TenantId` properties are the ID of the Solution and the Tenant, respectively, under which the capture point application has been created in GAX. Similar to the mandatory `interaction` properties, these three additional properties are set automatically by the iWD GAX Plugin when the iWD Attributes tab is completed.

More Information About CPs

For a description of some optional ways to format the information inside the `<properties>` element, see the section, "Properties Element" in the *eServices 8.1 User's Guide.*

For additional information about other elements, such as `changed, deleted, reason, actor,` and `party,` and about how responses to capture point requests are processed, see Chapter 9 in the *eServices 8.1 User's Guide.*

By default, when you specify any interaction property that is not considered a core property of the Interaction Server interaction data model, or that is not a core or extended attribute in terms of the iWD data model, the value of that property will be stored in a BLOB in the interactions table of the Interaction Server database. If you need to use this custom property in any Queue Views, or to use filtering in the Global Task List, see the Working with Task Attributes and Interaction Properties document.