iWD Deployment Guide

Stat Server Extensions

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After the iWD Setup Utility has completed, you can install the iWD Stat Extensions, which provide access to the aggregated data in the Data Mart.

Installing Stat Server Extensions

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> ### Important
> If the Data Mart is not used, Stat Extensions are not required and the solution will work fine.

Prerequisites

- An instance of Stat Server is installed, dedicated for use with iWD. Refer to the Framework 8.1 Stat Server Deployment Guide for more information.

Procedure

1. Log into Genesys Administrator Extension.
2. Navigate to **Administration > Installation Packages**.
3. Click the **+** button to add a new Installation Package (IP).
4. In the **Software Installation Wizard** panel, select the **Installation Package Upload (includes templates)** option and click **Next**.
5. **Upload a package > Choose File** field, browse to the iWD Stat Extensions IP on the software CD, select teh correct IP, and click **Finish**.
6. When the IP is uploaded successfully, it appears in the displayed list. To install it, click on it. Its details appear in a new panel.
7. Verify the details of the IP, then click the [⚙] menu button and select **Install**.

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8. Navigate to **Configuration > Environment > Applications** and click **New**.

9. On the **General** tab:

   a. Enter a name for the iWD Runtime Node.

   b. Select the application **Template**—this must of type `Stat Server`.

   c. Add the **Working Directory** of the Stat Server for the extensions

   d. On the **Connections** tab, add a connection to iWD Stat Server and to iWD Data Mart.

Stat Server Configuration Options

The required Stat Server configuration options will already be configured if you have used the iWD Setup Utility and installed iWD Stat Extensions. Each option is described briefly below.

java-extensions section

During installation, a new option is added to the `java-extensions` The option `BPR_iWD_Extension.jar` is added with a value of `true`.

java-extensions-bpr-iwd section

The `java-extensions-bpr-iwd` section contains options which specify the JDBC connection driver and parameters for access to the iWD Data Mart database. The only option whose value shouldn't be changed under normal circumstances is `java-extension-jar`. The value of this option is the name of the BPR iWD extension jar-file. The rest of the options are described briefly below:

- `jdbc-driver`: The class name for the corresponding JDBC driver. Valid values include:
  - `com.inet.tds.TdsDriver` (for MS SQL)
  - `com.inet.ora.OraDriver` (for Oracle)
  - `com.mysql.jdbc.Driver` (for MySQL)
- `jdbc-url`: The JDBC URL, which describes RDBMS-specific access parameters. Below are some sample values:
  - `jdbc:inetdae7:hostname:1433?database=databasename` (for MS SQL)
  - `jdbc:inetora:hostname:1521:databasename` (for Oracle, if you are using the instance name of the database)
  - `jdbc:inetora:hostname:1521?service=<Service ID>` (for Oracle, if you are using the network

service name of the database)

- `jdbc:mysql://hostname:3306/databasename` (for MySQL)

- `user`: The user name for database access.

- `password`: The password for database access.

- `verbose`: The level to control debug information, provided in the Stat Server log file. Possible values are `debug`, `trace`, or `standard`.

- `refresh-interval`: The interval (in minutes) for data updates from database.

- `service-id-1`: The runtime ID of the Statistics Adapter service in the iWD configuration.

- `service-tenant-1`: The name of the CME tenant, that is linked to the iWD managed tenant where the Statistics Adapter service is configured.

- `tenant-ids`: A list of Configuration Server/Genesys Administrator tenant names mapped to iWD tenant IDs, separated by a comma. For a system with one tenant with name TenantA and ID T2, this option should be set to value:Environment=1,TenantA=2

Report Stats for each Dimension on its own Virtual Queue

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The iWD Stat Server Java Extension can be configured to report statistics in two different ways: all statistics for all dimensions can be reported on one Virtual Queue, or each dimension can have its statistics reported on its own Virtual Queue.

The iWD Setup Utility configures Stat Server to use the iWD Stat Server Java Extension to report all statistics on one Virtual Queue. If you want to change this, you have to modify the configuration manually.

Procedure

To report each dimension on its own Virtual Queue:

1. Set the the option `dimension-mapping-1` to the value `Virtual Queue`.

2. Instead of using the Virtual Queue name as a value for the option `virtual-queue-name-1`, indicate the prefix that will be used for Virtual Queue names. For example, if `virtual-queue-name-1=dim-`, then Virtual Queues with the names `dim-CNT_T2_C106`, `dim-CNT_T2_C107` and so on, have to be created.