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iWD Deployment Guide

System Configuration Phase Overview

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Tenants

iWD configuration supports multi-tenancy. iWD automatically creates a root tenant that is named System by default. The System tenant is automatically mapped to the Environment tenant in Genesys Configuration Server. Although it is possible to configure iWD solutions, services, and business logic directly at the System tenant level, it is recommended that you create a subtenant for that configuration. In iWD terminology, such a subtenant is called a managed tenant. This managed tenant is associated directly with a tenant defined in Genesys Configuration Server. In a single-tenant environment the configured managed tenant maps to the Resources tenant in Genesys Configuration Server.

A user who is configuring the system in Genesys Administrator Extension (GAX) can have access to one or more managed tenants. Access is defined by the role-based access controls that are configured in GAX, per tenant. The policy allows definition of an arbitrary numbers of user roles, where each role can be assigned to any Genesys Configuration Server users or access groups. Each role has a number of associated iWD permissions. Note, that iWD Manager and iWD GAX Plugin have separate lists of permissions.

Important

The tenancy model that is supported in the iWD application currently has a one-to-one relationship with the tenancy model in Genesys Configuration Server.

Multi-tenant Configurations

If you are using a Multi-Tenant Configuration Server, please be aware that the iWD tenant can only access resources (such as Skills and Agent Groups) that are specifically configured under the corresponding Genesys Configuration Server Tenant in GAX. Therefore, any Skills, Agent Groups, or other resources that are configured at the Environment Level will not be accessible in rules at a child-tenant level in iWD. To make these resources accessible, they must be configured as resources under the child tenant in Configuration Server.

Solutions

Solutions are used for partitioning logical and physical resources for purposes of user access control and load partitioning (performance). Normally there will be one Solution per Tenant.

A solution in iWD represents a runtime environment, which is composed of the following:

- Runtime nodes—iWD runtime application instances that are stand-alone Java applications. Runtime nodes require simple preparation during installation.
- StatServer—Provides statistics to CCPulse+ via iWD Stat Extensions
- Business logic configuration—Primarily the configuration of iWD departments and processes.

- Multiple solution instances can be configured per tenant, if necessary (for example, “Production” and “Test”).

Runtime Nodes

Runtime Nodes are instances of the iWD runtime application and are run as a stand-alone Java application. Services that run within a runtime node are configured in (and managed through) the iWD GAX Plugin application.

Services

iWD Services implement actual iWD functionality, such as loading data into the Data Mart. Refer to [iWD Services](#) for more information about iWD Services, including the recommended order of configuration.