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iWD Deployment Guide

Manual Installation of IWDBPs in 8.5.104

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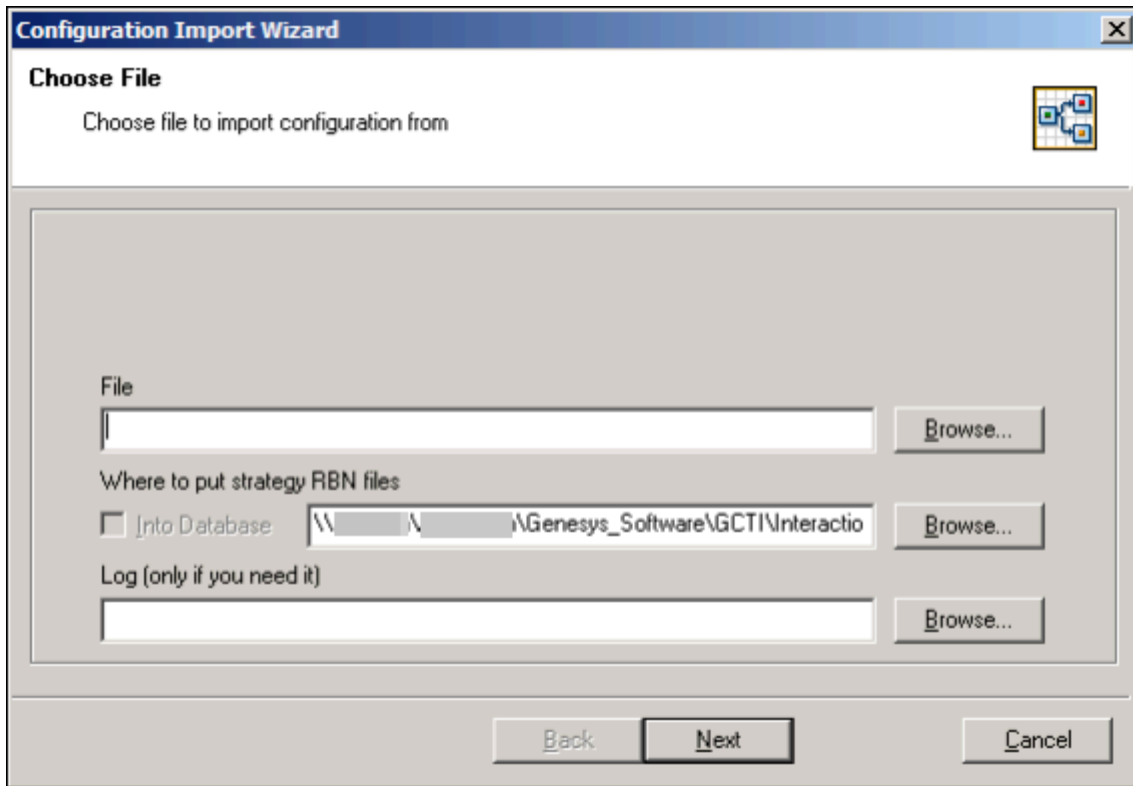
Manual Installation of iWDBP for IRD 8.5.104

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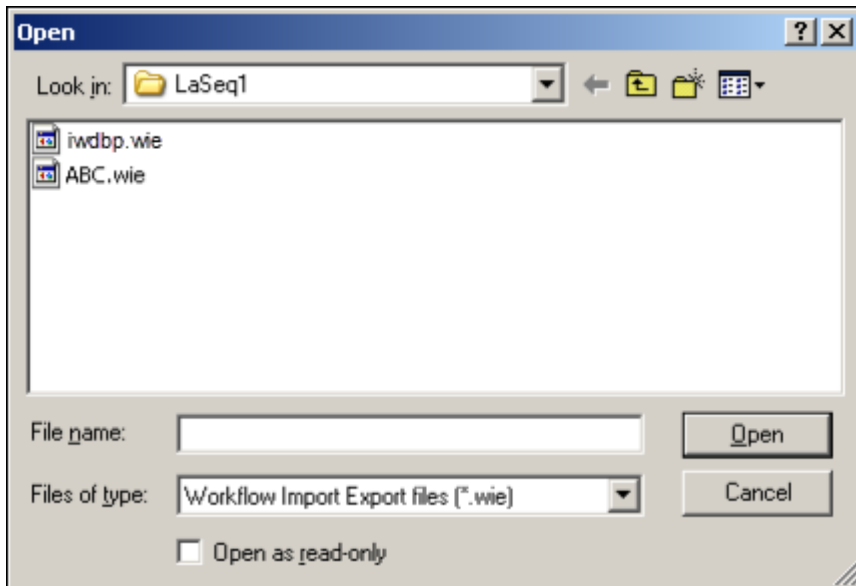
The business process for IRD is provided as a .wie file that can be imported manually through the Genesys Interaction Routing Designer. The iWD business process .wie files are saved to your file system when the iWD Manager Installation Package is installed.

Procedure

1. In the IRD main window, click **Interaction Design**.
2. Click Business Processes. The existing Business Processes are listed for selection.
3. Double-click a Business Process to open the **Interaction Design** window.
4. From the **File** menu, select **Import**. The **Configuration Import Wizard Choose File** page appears.



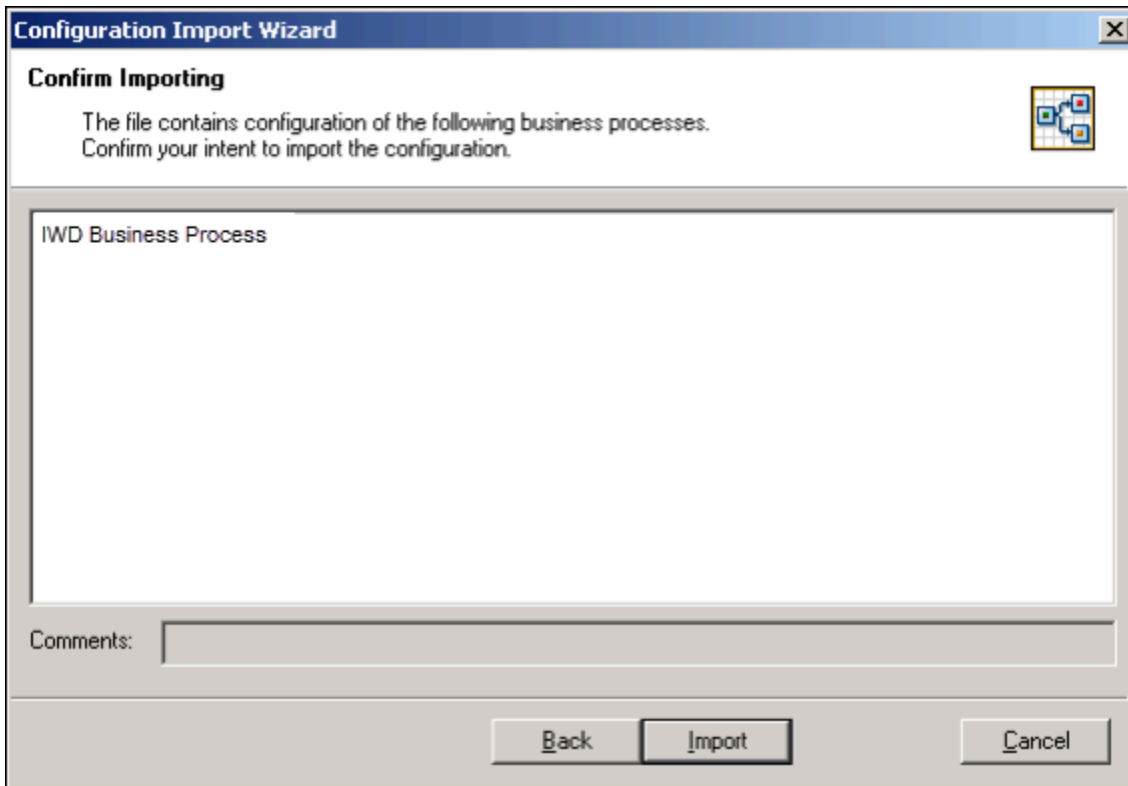
5. Next to the **File** text box, click **Browse**. The **Open** dialog box appears.



6. Locate the `iwdbp.wie` file, and double-click it. The **Open** dialog box closes. IRD inserts the selected directory path and file name into the **File** text box in the Configuration Import Wizard.
7. Under **Where to put strategy RBN files**, do one of the following:
 - Click **Browse**, and then locate the folder that will hold the graphical portion of strategies in the Business Process (strategy `*.rbn` files, which consume more space than the script portion of strategies).
 - Select the **Into Database** check box (if it is enabled), to save `*.rbn` files in a database.

Notes:

- In order for the **Into Database** checkbox to be enabled, a Database Access Point must appear in the **Connections** tab of the IRD Application in Configuration Manager.
 - The database used is the Configuration Server database. The table name is `ird_strategies`.
 - If security is a consideration, you may want to store the `.rbn` files in a database. For example, if you are a Service Provider, you might not want your subscribers to have access to your corporate drives. In this case, saving to the database in the recommended method.
 - If you want to save the details of the import operation to a log file, click **Browse** next to the **Log** text box (unless the log file is already selected), and then locate or create the log file.
- Under **Log** (only if you need it), you have the option of saving business process import details in a log file. If you wish to do this, click the **Browse** button and locate/name the log file.
 - Click **Next**. The Configuration Wizard Confirm Importing page appears.



- If you are satisfied with your entries, click **Import**; otherwise, click **Back** to return to the **Configuration Import Wizard Choose File** page, and repeat Steps 5-9. After you click **Import**, the **Configuration Import** dialog box appears. A progress bar shows the progress of the import.
- Do one of the following:
 - To update your configuration settings immediately after the update, click **Refresh**.
 - Click **Close**; then at any time, you can update your configuration settings by selecting **Refresh** from the File menu.
- Respond to any messages that appear.

Manual Installation of iWDBP for Composer 8.5.104

Manual Installation of iWDBP for Composer 8.5.104

Import the Composer IWDBP project template (`iwd_bp_comp`) which is provided with the iWD software distribution artifacts here:

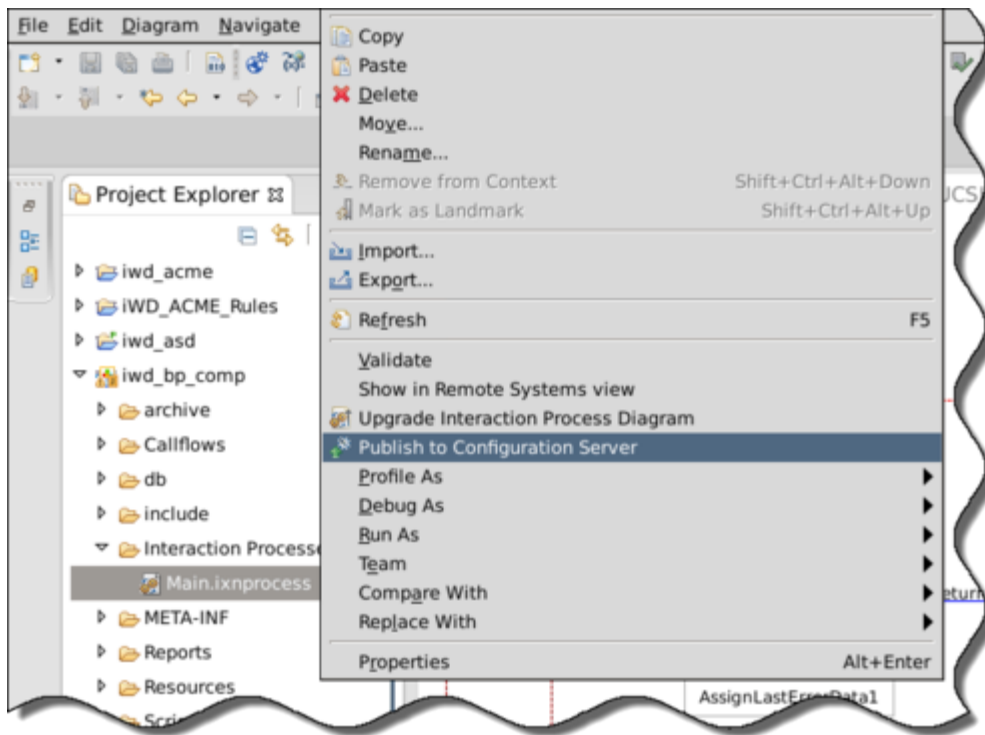
- `<iWD Manager Installation Directory>/config/iwd_bp_comp`.

Prerequisites

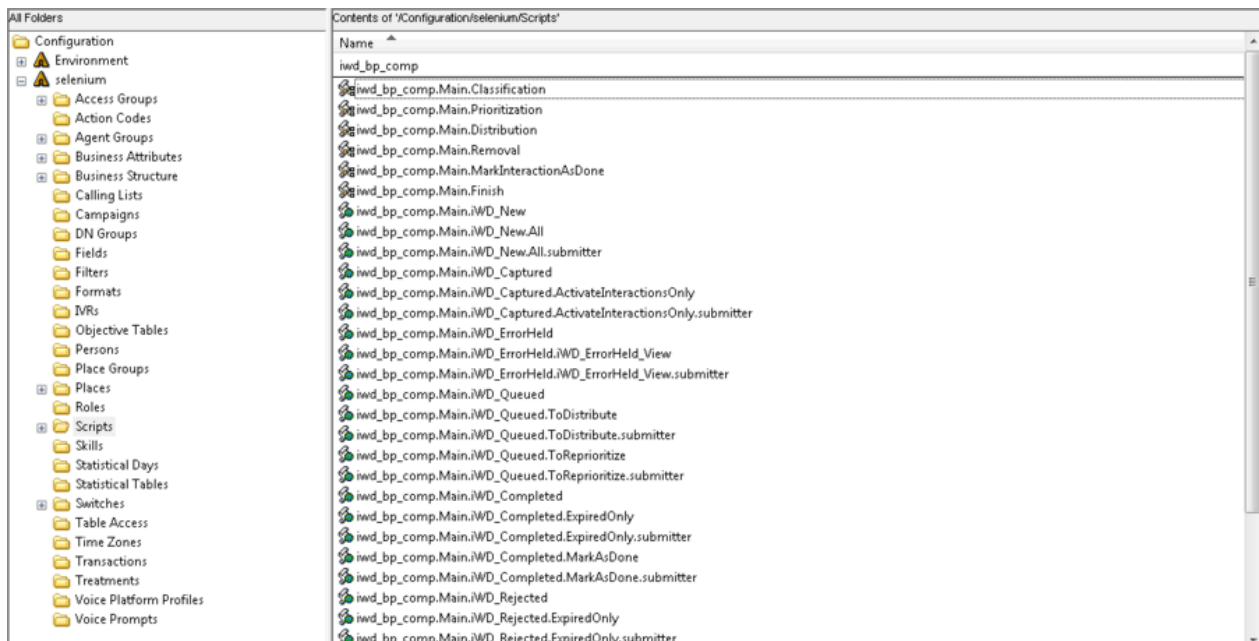
Configure your Web Application Server by following the application server requirements guidelines [here](#) (new document).

Procedure

1. Run Composer (or Eclipse with the Composer plug-in).
2. Switch to Composer Design or Composer perspective.
3. Select **File > Import > General -> Existing Project into Workspace**.
4. Select the `iwd_bp_comp` template and click Next.
5. Select the Project locale and click **Finish**.
6. Connect to Configuration Server.
7. Select the Tenant that will be used for the business process.
8. Publish the Composer configuration objects to Configuration Server. Do this by right-clicking on the **Interaction Processes/Main.ixnprocess** script, then clicking **Publish to Configuration Server**.

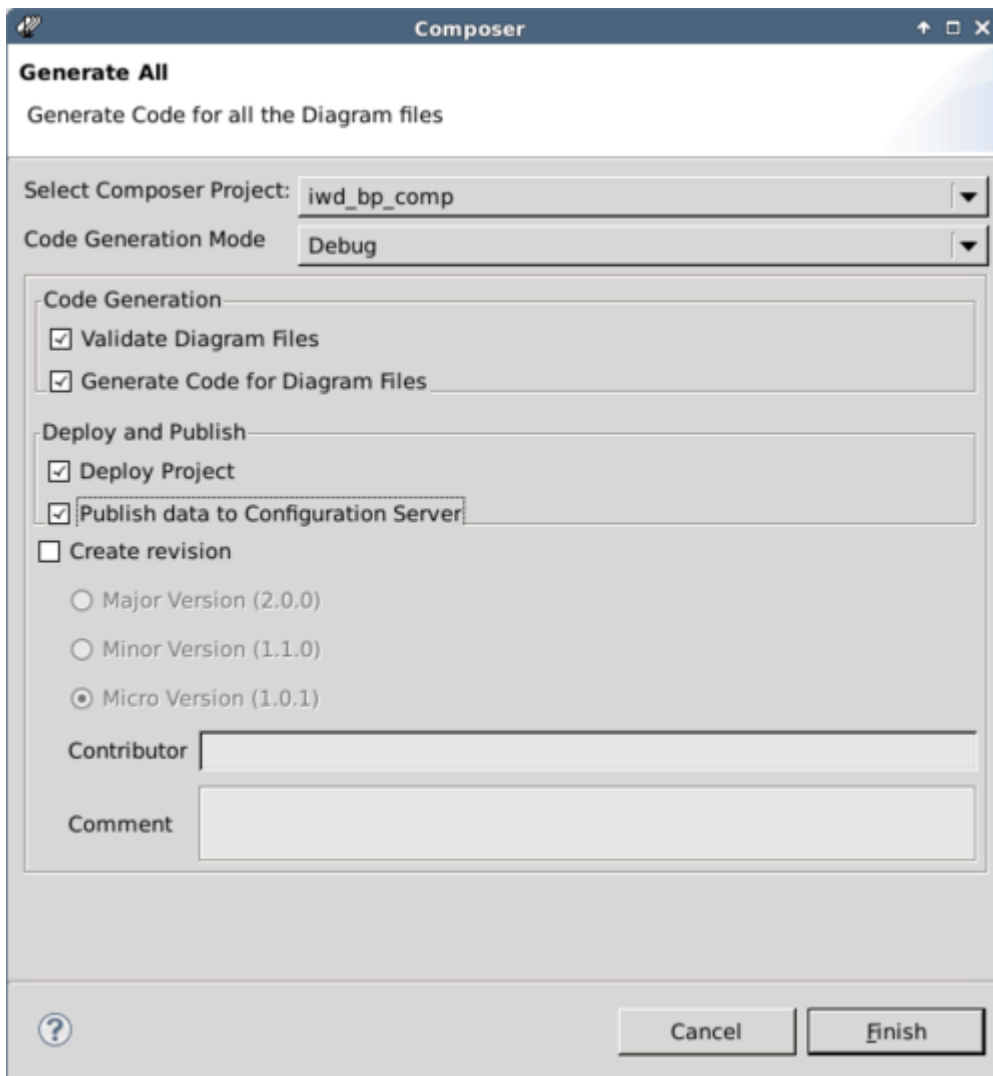


- When the project is successfully published to Configuration Server the following objects will be created under the **<selected tenant> Scripts** folder on Configuration Server:

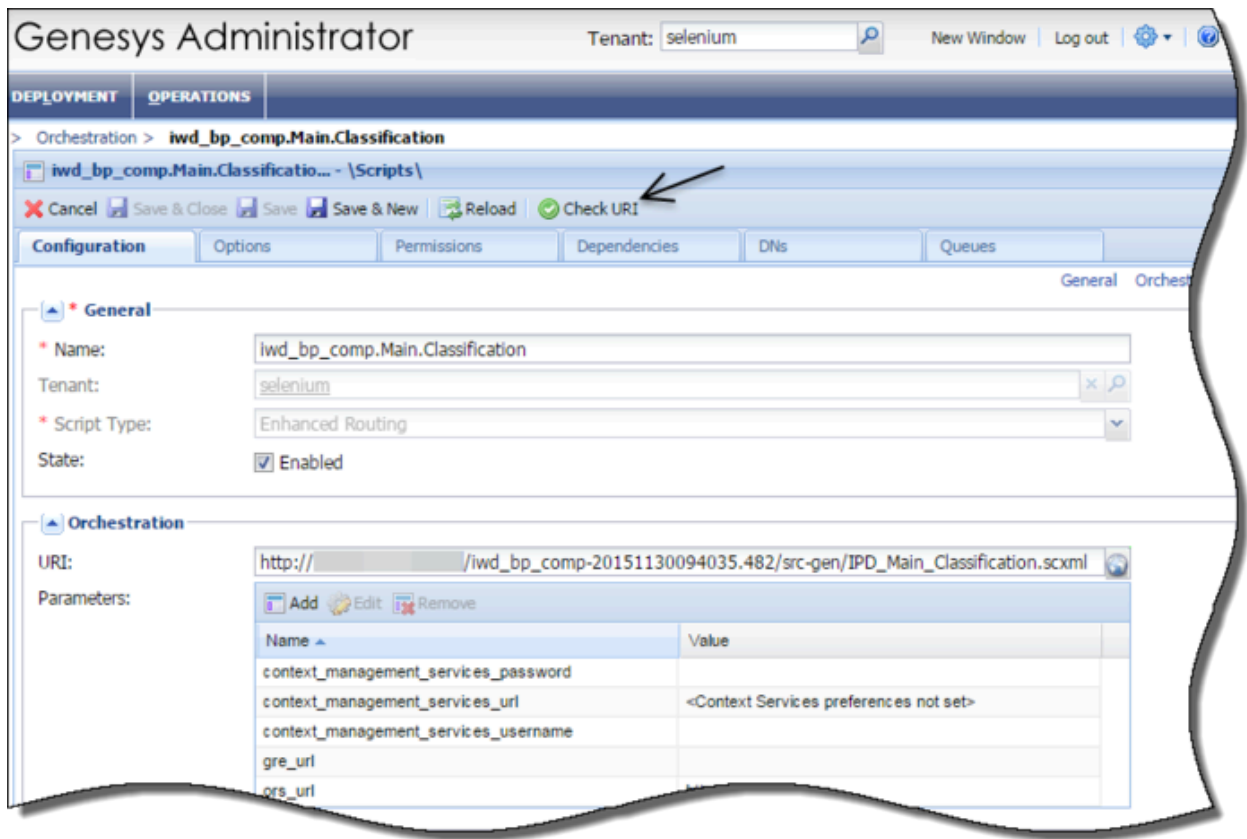


- Composer can show warnings in Queue Interaction blocks. In these blocks select **Properties->Destination->Interaction Queue Name** even it is already set and save changes.

11. Right-click the `iwd_bp_comp` project and click **Generate All** to display the **Generate All** dialog.



12. Check the **Deploy Project** and **Publish data to Configuration Server** checkboxes and click **Finish**. This deploys the `iwd_bp_comp` application to Tomcat and generates `*scxml` files that can be accessed via http.
13. To verify that the URL to the generated files is valid, log in to Genesys Administrator.
14. Navigate to **<Used tenant> -> Provisioning -> Routing/eServices -> Orchestration -> iwd_bp_comp.Main.Classification.Classification**.



15. Click **Check URI** to verify whether the Composer-generated URL is valid.