

## **GENESYS**

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### iWD Deployment Guide

Configuring iWD Manually (for releases from 8.5.104)

# Configuring iWD Manually (for releases from 8.5.104)

#### Important

This manual procedure replaces (from release 8.5.104 onwards) the configuration and deployment activities previously carried out by the iWD Setup Utility.

### Procedure

- 1. Log in to GAX.
- 2. Go to Administration >Installation Packages and click New.
- 3. Check Installation Package Upload (includes templates) and click Next.
- 4. Click **Upload**, select the iWD Manager installation package and click **Finish**. Upload can take a few minutes. When it is completed you will see the uploaded iWD Manager installation package.
- Go to Configuration > Accounts > Capacity Rule and create iwd\_capacity\_rule (that is, one interaction of any type) in the tenant's Script folder.
- 6. Go to **Configuration > Switching > Places** and create iwd\_place for the iwd\_admin user.
- 7. Go to **Configuration > Accounts > Users** and create the iwd\_admin user. In the iwd\_admin user, set the **Default Place** to iwd\_place and the **Capacity Rule** to iwd\_capacity\_rule.
- Go to Configuration > Accounts > Access Groups and create the iwd\_access\_group. Add the iwd\_admin user in the Members tab.
- Go to Configuration > Accounts > Agent Groups and create the IWD agent group. Add the iwd\_admin user to the Agents tab.

- Go to Configuration > Environment > Tenants and in the Permissions tab assign Create, Read, Update, and Execute permissions to the iwd\_access\_group.
- 11. Go to **Configuration > Accounts > Roles** and create the iwd\_role. In the **Assigned Privileges** tab, check all the required privileges from the iWD and CfgiWDManager groups.
- 12. Go to **Configuration > Routing >eServices** and create the Iwd\_Package\_List object. Set the **Name** and **Alias** to Iwd\_Package\_List. In the **Options** tab create:
  - a. A section called RulePackageList.
  - b. A key called <Solution runtime id>, with the value <GRAT package name>
- 13. Go to **Configuration > Routing > eServices** and create Iwd\_Esp\_List object. Set the **Name** and **Alias** to Iwd\_Esp\_List. In the **Options** tab create:
  - a. A section called GREServerList.
  - b. A key called <Solution runtime id> with the value <GRE application name>.
- 14. (Optional) If UCS will be used, create:
  - a. A section called ContactServerList.
  - b. A key called <Solution runtime id> with the value <UCS application name>
- 15. Import the iWD Business Process using the procedures described **here**.
- 16. Activate the **Classification**, **Prioritization**, **Distribution**, **Mark Interaction as Done** and **Removal** strategies.
- 17. Go to **Configuration > Switching > DNs > Switches >** *cmultimedia switch> > DNs* and create a virtual queue called iWD. Set its **Name** and **Alias** to iWD and its **Routing Type** to Default.
- 18. Configure the iWD Stat Extensions:
  - a. Extract the iWD Stat Extensions IP to a temporary folder (such as iwdstatext).
  - b. Copy ./iwdstatext/java/ext/\* to ../statserver/java/ext.
  - c. Copy ./iwdstatext/java/lib/\* to ../statserver/java/lib.
  - d. Add the following options to Stat Server applications.

Section	Кеу	Value
statserver	enable-java	true
java-config	java-libraries-dir	./java/lib
	java-extensions-dir	./java/ext
	jvm-path	<jdk dir="" install="">/jre/lib/amd64/ server/libjvm.so for Linux/ UNIX</jdk>
		<jdk dir="" install="">\jre\lib\amd64\server\ libjvm.dll for Windows</jdk>
java-extensions	BPR_iWD_Extension.jar	true
java-extensions-bpr-iwd	dimension-mapping-1	Filter
	java-extension	BPR_iWD_Extension.jar
	java-extension-jar	BPR_iWD_Extension.jar
	jdbc-driver	Please refer to this jdbc-driver- jar option description.
	jdbc-url	Please refer to this jdbc-url option description.
	password	<iwd datamart="" password=""></iwd>
	refresh	15
	service-id-1	STAT_1
	service-tenant-1	Resources
	<iwd database<br="" datamart="">user&gt;</iwd>	user
	verbose	debug
	virtual-queue-name-1	iWD

e. Restart the Stat Servers.