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iWD Deployment Guide

New Features by Release

12/19/2025

New Features by Release

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New in 8.5.1

8.5.108.01

Additional Platform Support

iWD GAX Plugin now supports Windows Server 2016 for GAX version 8.5.290.09+. Associated language packs also now support Windows Server 2016.

Improvements to the IWD Business Process for ORS/Composer

A **Pause** block with a configurable delay has been added to the InvokeGRE workflow of the IWD Business Process for Composer/ORS, to guarantee that interaction updates will be received. By default, the delay value is set to 0. Previously during the task life cycle, when the Genesys Rules Engine changed interaction properties, ORS did not always have enough time to receive an acknowledgement of the changes from Interaction Server and so it continued executing the workflow. This could lead to unexpected behavior. For example, tasks might go to the ErrorHeld queue sporadically without visible reasons. There is more information here:

- [Changes to IWDBP Strategies & Subroutines in 8.5.108.01.](#)

8.5.106.03

Support for Secure Database Connections

The following improvements have been made:

- Secure connection between Stat Server Extensions and the IWD Data Mart Oracle database is now supported using a new Oracle JDBC driver. There is more information here:
 - [Database Cluster Configuration](#)
- Database connections from iWD Manager are declared secure in this release.

Improvements to the IWD Business Process for ORS/Composer

The following improvements have been made to the iWD Business Process for ORS/Composer:

- User Data properties have been removed from the **InvokeGRE** block.
- IWD_ReprioritizeDateTime is now deleted before a call to the **InvokeGRE** block if IWD_ReprioritizeDateTime is undefined.
- The NumberOfRulesApplied has been attached to the interaction.

Important

A minimum version of ORS 8.1.400.48 is required to use these improvements.

8.5.105.02

Improvements to the IWD Business Process

- **Segmentation Support**—Segmentation settings have been added to the **ToDistribute** view of the Distribution routing strategy in the iWD Business Processes for both IRD and Composer/ORS. Segmenting interactions ensures that all agents are kept busy by distributing tasks in each segment separately, thus reducing agents' idle time. As a result, even in a Distribution strategy that is populated by high-priority tasks assigned to small groups of agents, the strategy will not become so saturated that distribution of tasks to other agents is blocked.
With segmentation it is now possible to identify an interaction attribute (**IWD_Segment**) that will be checked in the segmentation settings. The Distribution strategy checks the interaction attribute used in the segmentation settings and, based on its value, routes the interaction to the correct agent/agent group. Each agent group can have its own task queue, and each segment can have its own limit. There is more information here:
 - **IWDBP for IRD**
 - [IWD Business Process diagram](#) (new document)
 - [IWD BP Strategies & Subroutines in 8.5.105](#) (new document)
 - **IWDBP for Composer/ORS**
 - [IWD BP Strategies & Subroutines in 8.5.105](#) (new document)

Business Structure Permissions

- Business Structure details in the iWD GAX Plug-in now include a **Permissions** tab on which users with the relevant permissions can view and edit permissions setting for all users of the selected node. There is more information here:
 - [Permissions Settings](#) (new document)

Role-Based Access Control (RBAC)

- In order to apply full RBAC to the iWD GAX Plug-in on the GAX dashboard, the following role permissions have been added to the iWD GAX Plug-in's template:
 - IWD_READ_LOOKUP_TABLES
 - IWD_MODIFY_LOOKUP_TABLES
 - IWD_CREATE_LOOKUP_TABLES
 - IWD_DELETE_LOOKUP_TABLES
 - IWD_READ_DATAMART
 - IWD_MODIFY_DATAMART

- IWD_MONITOR_DATAMART
- IWD_MANAGE_DATAMART

Users without the relevant permissions will not be able to view the iWD tile on the GAX dashboard.

Improvements to Dimensions Handling

- The operation of indexes of dimensions tables on MSSQL has been improved. Previously, parameters were passed in Unicode which required a conversion to non-Unicode before the parameters could be used in queries. Now, parameters are sent in non-Unicode.
The dimensions caching mechanism has also been improved. Previously, the Load Intraday job cached dimensions values, but the cache was cleared with every run of the Load Intraday job. Now, you can retain cache values between job runs, which significantly reduces the number of the queries to the Data Mart database.

A new option has been added to in the **settings** section of the iWD Runtime Node application in Configuration Server and iWD GAX Plug-in:

- **clear-cache (Clear Dimension Cache** in GAX Plug-in)
- Valid values: true/false
- Default value: false

When this option is set to true, the dimension's cache is cleared when the Load Intraday job completes. When this option is set to false, the cache persists between Load Intraday job runs.

8.5.104.03

Support for Composer/ORS in iWDBP

Release 8.5.104 ships with versions of the IWDBP available in both Genesys Interaction Routing Designer (IRD) and Genesys Composer/ORS. There are also some updates to the content of the original IRD IWDBP.

Composer is a single Integrated Development Environment (IDE) for creating applications to orchestrate the entire customer experience. Composer-created voice and routing applications can command and control the customer experience through all channels (IVR, voice, e-services, and so on). Composer's open framework enables widely-available, existing competencies to be used to create reusable components that manage the customer experience. The IDE allows both customers and integrators to utilize existing code sets (HTML, VXML, Java, Perl, REST and others) to control the customer experience. The open framework also allows simplified integration into all Enterprise applications to harness the information within the Enterprise to drive and personalize the customer experience.

Differences from IRD

Before iWD 8.5.104, Interaction Routing Designer (IRD) was the Genesys tool used to create iWD routing applications. Genesys Composer is now the tool of choice for creating both routing and voice self-service applications. A few of the differences between Composer and Interaction Routing Designer are listed below.

- Composer is integrated with Orchestration Server allowing you to manage customer conversations spread out over time using the ORS session-based functionality and persistent storage as well as

Orchestration Extensions.

- Composer encompasses IRD's functionality and much more routing functionality in general.
- Composer lets you create routing applications using an open language (SCXML) and ECMAScript for decision-making. In contrast, IRD uses a Genesys proprietary language (IRL).
- Composer gives the option of writing your own SCXML code and/or using predefined blocks.
- You can also use Composer to create voice self-service applications for Genesys Voice Platform, including VoiceXML and CCXML-based applications. You can also create integrated voice and routing applications.

Important

There is a summary of the differences between IRD and Composer [here](#) (new document).

Recommendation for Installation

Genesys recommends using manual installation procedures for the 8.5.104 versions of the iWD Business Process. There is more information [here](#):

- [here](#) for more details.

Further Reading

Please refer to these documents for full information:

- [Working with the IWDBP in IRD](#)
- [Working with the IWDBP in Composer](#)

Security Enhancements

Security improvements against Cross-Frame Scripting and Session Fixation are implemented in this release.

Support for Postgre SQL 9

Support for Postgre SQL 9 database is implemented in this release.

Platform Support Changes

Support for the AIX and Solaris platforms is discontinued in this release.

8.5.103.03

Support for Oracle 12c

Support for both Oracle 12c and Oracle 12c RAC has been implemented. Configurations with and

without Single Client Access Name (SCAN) are supported.

- For iWD Manager configuration information relating to Oracle 12 support, click [here](#).
- For general Oracle 12 configuration information for iWD, click [here](#).

Custom JDBC URL support

Custom JDBC URL support has been added to the Statistics Adapter.

8.5.102.03 and iWD Web 8.5.100.06

iWD Web—Initial Release

iWD Web is a web-based, easy-to-deploy workload management solution. It enables organizations to automate and optimize the distribution and handling of tasks and increase workforce efficiency. Purpose-built to deliver rapid time to value, it provides the capability to upload task lists without the need to connect to other source systems, such as CRM, ERP, and legacy systems, leveraging export functionality commonly available to business users.

Instead of having to rely on manual task distribution to your team via spreadsheets (and also CSV files,) or team members having to pick their next work item manually from a CRM, ERP, or legacy system, iWD Web enables you to create new lists with task definitions based on data that business or operations managers can upload from .CSV, .XLS and .XLSX files. You can use your CRM, ERP, or legacy system's export to spreadsheet/CSV file feature to download a list of work items that your team needs to work on and import that file to iWD Web, which reads and treats every line of your spreadsheet as a task to be analyzed and properly distributed to your available team members. See [iWD Help](#).

8.5.101.03

Integration with Genesys Hub

- **Single Sign-On**—iWD now participates in the Genesys Single Sign-On (SSO) framework where deployment takes place to a Genesys Engage cloud SSO environment. When iWD is deployed into this environment, iWD users will log in once to the portal. If they choose iWD Manager, they will bypass the login screen if they are still authenticated. Note that this feature does not apply for Genesys on-premise customers deploying iWD.

This release fully integrates iWD with the Genesys Hub. The main features of this integration are:

- Single sign-on (SSO)—A single login allows access to all applications where permissions are configured.
- Simplified user provisioning.
- Improvements to the user security model.

Enabling and disabling of SSO/SLO is performed by editing properties in the `iwd.properties` file. See the [iWD Manager installation procedures](#).

- **An iWD app launcher** on the Hub central navigation page.
-

Setting Shared User Rights for iWD and GRS

This feature enables administration-level users to set shared user access roles across iWD and GRS, enforcing consistent behaviour between them. Before the introduction of this feature, if you configured in IWD two roles—Manager1 and Manager 2—where Manager 1 is dedicated to Department 1 and Manager 2 is dedicated to Department 2, these configuration constraints were not read correctly by iWD Manager. This meant that in iWD Manager, both Manager 1 and Manager 2 could see everything in both Departments. With this feature, roles are configured consistently across GRS and IWD.

Support for Multiple Rule Packages in a Single ESP Call

The ESP interface with Genesys Rules Engine has been extended to allow a rules package on the Solution level to specify multiple rule package names in a single ESP call. On an incoming request when the Service parameter is set to BusinessContextManagement and the Method parameter equals either SetBusinessContext (Classification phase), Prioritize, or Archive, the interface will accept multiple rule packages specified in the following format: rule.package1, rule.package2, rule.package3..... and delivered, for example, by a transaction called Iwd_Package_List for the default Business Process. Task History for multiple rule packages can also be displayed.

8.5.100.02

Support for Multiple Business Processes in one Tenant

In release 8.5.1 you can create new business processes (under the same Tenant) that can support clear logical distinctions between processes and departments. For example, interactions from different media types (email, chat, SMS and so on) can be handled by separate business processes with their own customized queue names, and this in turn can provide clear logical distinctions in reporting, because the queue name is the basis for handling reporting requirements. This is achieved by cloning and editing the iWDBP, and making the interaction queues (supplied out-of-box with iWD) configurable for your needs, together with some additional configuration changes. See [Working with the iWD Business Process](#) guide for a full description.

Additional Message Server for iWD GAX Plug-in

Genesys now recommends [configuring a separate Message Server](#) for the iWD GAX Plug-in to prevent log files becoming excessively large.

Platform Support

Support for Genesys Platform SDK 8.5

New in 8.5.0

8.5.000.15

Re-architecting of IWD

Most of the deployment and configuration of iWD is now carried out using new components and interfaces. Some of the effects of this change are:

- Standardization of many of the procedures involved with deployment and configuration, using new components as well as a refreshed iWD Manager component.
- A completely new user configuration interface based on the Genesys Administrator Extension (GAX) plug-in.
- Removal of support for configuration using the Genesys Configuration Manager client.

The changes are detailed as follows:

- iWD is now deployed by means of a new GAX Automatic Service Deployment (ASD) plug-in component called iWD Setup Utility.
- iWD configuration is now performed via Genesys Administrator Extension (GAX) and a new iWD GAX plug-in component. Specifically, the following aspects that were previously carried out in iWD Manager have now moved:
 - Tenant profile (to GAX)
 - Lookup tables (to iWD GAX Plugin)
 - Services (to iWD GAX Plugin)
 - Generic capture point (to GAX)
 - Data Mart Services (to iWD GAX Plugin)
 - Departments and processes (to iWD GAX Plugin)
 - Audit history (to a centralized log database)
 - Security policy (to Genesys Administrator, using Role-Based Access Control (RBAC))
- The IWD Data Mart Services view is now replaced by a GAX dashboard monitoring the state of the Data Mart node.
- Data Mart can now run as a standalone Java module and is now managed directly using Solution Control Server.
- The modules and components mechanism is removed from iWD Manager.
- The Business Context Management Service (BCMS) functionality is moved to the Genesys Rules Engine.
- IWD Manager is now used primarily for task management and monitoring using the Global Task List.
- Support for legacy capture points is removed.

Deployment/Configuration Using Genesys Administrator Extension

- Support for configuration using the Genesys Configuration Manager client is withdrawn in release 8.5.0.
- You must use Genesys Administrator Extension (GAX) together with the iWD GAX Plugin component for deployment and configuration in release 8.5.0.

High Availability

- Support for Unresponsive Process Detection in iWD Runtime Node

Additional Database Server Support

- Support for SQL Server Cluster 2008
- Support for MS SQL Server 2012
- Support for MS SQL Server 2012 Cluster

Additional Platform Support

- Support for Windows Server 2012 64-bit native
- Support for Red Hat Enterprise Linux 6.0 64-bit native

Additional Virtualization Platform Support

- Support for Windows 2012 Server Hyper-V

Additional Servlet Support

- Support for Java 7 SE bundle
- Support for Java 7 EE bundle

Additional Servlet Engines

- Support for Websphere 8.5

Additional Browser Support

- Support for Google Chrome
- Support for Internet Explorer 10 and 11
- Support for Firefox 24ESR

Discontinued Support

- Internet Explorer 7
- Firefox 3, 4
- MySQL - all versions
- Oracle 10g and 10g RAC
- IBM AIX 5.3
- MS Windows Server 2003
- Red Hat Enterprise Linux 4
- Solaris/SPARC version 9
- WebSphere Application Server 6