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iWD GAX Plugin Help

intelligent Workload Distribution 8.5.1

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IWD Genesys Administrator Extension Plugin Help

This is the iWD Genesys Administrator Extension (GAX) Plug-in Help. Here you can get help about:

- **Business Structure**—Solutions, Departments and Processes and their attributes and metrics.
- **Configuring an iWD Tenant**—iWD-specific tasks for configuring a Tenant.
- **Data Mart**—Configuration details, including Logging, Database, Stat Server, Schedules, Expirations, Tenant Attributes, Department Attributes, Process Attributes, Task Attributes and Dimension Mapping.
- **Data Mart Dashboard**—A real-time view of the status of iWD Services.
- **Lookup Tables**—Creating and modifying Lookup Tables.
- **Configuring iWD-specific Capture Points**—Configuring iWD Capture Points.

Business Structure

[+] DESCRIPTION

The Business Structure is a hierarchy of business units. Each Tenant can contain one or more Solutions as the first level of the hierarchy. Below Solutions are Departments. Below Departments are Processes. For example:

- East London Office—Solution (note that this meaning means the top node of a business structure, rather than the meaning of Solution in Genesys Configuration environment.)
 - Finance Department—Department
 - Accounts Payable—Process
 - Order Processing—Process

Warning

All node names have to be unique within the parent node. For example, moving Department D1 to another solution which already has a Department named D1 generates an error.

Warning

Only one business structure per Tenant is possible.

Levels of a Business Structure for a Tenant:

• [+] 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, though you can configure multiple solution instances per tenant, if necessary (for example, "Production" and "Test").

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

- Runtime nodes—iWD runtime application instances that are within the Java application server in which services are being run
- Services—Services that enable iWD functionality, such as Data Mart, Statistics Adapter, and logging.
- Business logic—Primarily the configuration of iWD departments and processes.

The Solution level in a Business Structure corresponds to the Global level in Genesys Rules System for the processing logic of business rules.

• [+] DEPARTMENTS

A Department represents an administrative unit within a Solution. A Solution can contain many Departments. The Department level of a Business Structure corresponds to the Department level in Genesys Rules System for the processing logic of business

rules.

- **[+] PROCESSES**

A Process represents an administrative unit within a Department. A Department can contain many Processes. The Process level of a Business Structure corresponds to the Process level in Genesys Rules System for the processing logic of business rules.

Display Options

Filters and Constraints

Configuration Server respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

1. Type the name or partial name of an object in the **Quick Filter** field.
2. Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking the **Name** column. Clicking a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Data Fields

Each entry is shown with the following data fields:

- **Name**—The element's name.
- **Type**—Solution, Department or Process
- **ID**—The runtime ID of this element.
- **Contact Name**—Contact name for queries about this element.
- **Description**—Free-format text description of the element.

Solutions

To create a new Solution

To create a new Solution, do one of the following:

- If one or more Solution is already present, select one Solution and click **More**, then click **Clone**, then edit the Solution data fields.
- If one or more Solution is already present, Display the details of an existing Solution and click **Clone**, then edit the new Solution data fields.
- If no Solution is present, click the the **New** button (+), choose Solution, then edit the Solution data fields.

Other Actions

From this context you can **Delete** this Solution.

Warning

1. Deleting a Solution can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.
2. If you delete a Solution, all related rules packages in GRS will be lost, and you will not be able to recreate new rules packages with the same name.

Solution Details

- **Solution Name**—The Solution name. Mandatory when you add a new Solution.
- **ID**—The ID of the Solution. Mandatory when you add a new Solution. The system will propose a default new Runtime ID.
- **Timezone**—Solution timezone. Use the drop-down list to change this.
- **First Day of Week**—The first day of the working week for this Solution. Use the drop-down list to change this.
- **Description**—Free-format text description of the Solution.

The following options allow customization of interaction queues used by iWD in the current Solution. Non-standard queue names must be defined when there are multiple iWD business processes configured in the same Tenant. Queue names can be selected from drop-down lists. If a value is missing, a default name is displayed for this queue.

- **Queue for new tasks**—Interaction queue recognized by iWD as an entry to the business process in this solution. Default values:
 - IRD—iWD_New

- `Composer—iwd_bp_comp.Main.iWD_New`
- **Queue for captured tasks**—Interaction queue for tasks successfully processed by the Classification strategy. Default values:
 - `IRD—iWD_Captured.`
 - `Composer—iwd_bp_comp.Main.iWD_Captured`
- **Queue for queued tasks**—Interaction queue for tasks successfully processed by the Prioritization strategy. Default vlaues:
 - `IRD—iWD_Queued`
 - `Composer—iwd_bp_comp.Main.iWD_Queued`
- **Queue for completed tasks**—Interaction queue for tasks marked as completed by agents. Default values:
 - `IRD—iWD_Completed`
 - `Composer—iwd_bp_comp.Main.iWD_Completed`
- **Queue for rejected tasks**—Interaction queue for tasks rejected by the Classification strategy. Default values:
 - `IRD—iWD_Rejected`
 - `Composer—iwd_bp_comp.Main.iWD_Rejected`
- **Queue for canceled tasks**—Interaction queue for tasks canceled by a Global Task List user or by a capture point. Default values:
 - `IRD—iWD_Canceled`
 - `Composer—iwd_bp_comp.Main.iWD_Canceled`
- **Queue for error-held tasks**—Interaction queue for tasks that failed to be processed by the Classification or Prioritization strategies. Default values:
 - `IRD—iWD_ErrorHeld`
 - `Composer—iwd_bp_comp.Main.iWD_ErrorHeld`

Interaction Server Settings

- **Interaction Server**—The Interaction Server for this Solution. Use the drop-down list to change this. This drop-down list contains those Interaction Servers which contain the Solution's parent Tenant on their Tenants list.
- **Port**—The connection port of the Interaction Server. Use the drop-down list to change this. This drop-down list contains the Interaction Server chosen above ports from the ports list.

Important

If two Solutions are configured to use the same Interaction Server, be aware that the

Port settings (that is, secure or non-secure) of the Solution that is configured *second* are the ones that the Interaction Server will use. It is preferable to ensure that both Solutions' Port settings are of the same type—either both secure, or both non-secure. Every configuration object or parameter that references the Port ID (and therefore can be either secure or non-secure) will work in the same way—the setting of the one configured second (where two Solutions are configured) is the one that the Interaction Server will use. This affects connection protocol, local timeout, remote timeout, trace mode and transport protocol parameters.

- **Connection Protocol**—The connection protocol of the Interaction Server. Use the drop-down list to change this. This parameter is set as the connection attribute of the Interaction Server connection in the iWD Manager application.
- **Protocol Timeout**—The timeout configured for the connection protocol.
- **Local Timeout**—The timeout configured on the local server. This parameter is set as the connection attribute of the Interaction Server connection in the iWD Manager application.
- **Event Buffer Size**—The maximum size in bytes of the event buffer.
- **Remote Timeout**—The timeout configured on the remote server. This parameter is set as the connection attribute of the Interaction Server connection in the iWD Manager application.
- **Threads**—The number of threads available.
- **EventLog JDBC URL**—The URL of the JDBC event log. Mandatory for all database engines set in the Eventlog DAP (connected to Interaction Server set above), apart from MSSQL.
- **Attribute Filter Include**—Attributes included here will appear in the Custom Attributes displayed in the Global Task List in iWD Manager.
- **Attribute Filter Exclude**—Attributes excluded here will not appear in the Custom Attributes displayed in the Global Task List in iWD Manager.

Permissions Settings (new in 8.5.105)

Business Structure details include a **Permissions** tab on which users with the relevant permissions can view and edit permissions settings for all users of the selected node.

Permissions Table

Permission	Description
Read	Permission to read information and receive updates about the object.
Create	Permission to create objects in this folder.
Change	Permission to change the properties of the object. The Change permission is the same as allowing "Write" access.

Permission	Description
Execute	Permission to perform a predefined action or set of actions with respect to the object.
Delete	Permission to delete the object.
Read Permissions	Permission to read the access control settings for the object.
Change Permissions	Permission to change the access control settings for the object.
Execute	Permission to perform a predefined action or set of actions with respect to this object.
Propagate	For container objects (such as Tenants). The Propagate check box controls whether to propagate this set of elementary permissions to the child objects. By default, the check box is selected).

Actions

- **Add Access Group**—Displays the **Select Access Group** panel from which you can select one of the available Access Groups to add to this node and for whom you can then configure permissions.
- **Add Person**—Displays the **Select Person** panel from which you can select one of the available Persons to add to this node and for whom you can then configure permissions.
- **Replace Recursively**—Enables you, upon confirmation, to remove permissions for all child objects of this container and replace them with the permissions defined in this container.

Departments

To create a new Department

To create a new Department, first choose the Solution to work with, then do do one of the following:

- If one or more Department is already present, select one Department and click **More**, then click **Clone**, then edit the Department data fields.
- If one or more Department is already present, display the details of an existing Department and click **Clone**, then edit the new Department data fields.
- If no Department is present, click the the **New** button (+), choose Department, then edit the Department data fields.

Other Actions

From here you can **Clone**, **Delete** or **Move** this Department. You can move the Department only to a Solution. Any Processes configured under it will also be moved. Runtime IDs are not moved in the Move function—you must create a new one for the Department and all its child Processes in its new Solution.

Warning

1. Deleting or Moving a department can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.
2. If you delete a Department or Process, any rules assigned to those objects will be inactivated and moved to the Solution level. This happens if you delete and re-create a Solution/Department/Process with the same name.

Department Details

- **Department Name**—The department name. Mandatory when you add a new Department.
- **ID**—The department's Runtime ID. Mandatory when you add a new Department. The system will propose a default new Runtime ID.
- **Contact Name**—The contact name for the department, for informational purposes.
- **Contact Email**—The contact email for the department, for informational purposes.
- **Contact Phone**—The contact phone number for the department, for informational purposes.
- **Start Date**—The date on which the department becomes active. If left empty, the period start date is unconstrained.
- **End Date**—The last day that the department is active. If left empty, the period end date is unconstrained (that is, the department will be active infinitely).
- **Description**—Free-format text description of the Department.

Department Attributes

Click **Add** to create new attributes.

- **Name**—The attribute name
- **Type**—Select from the drop-down list. Valid values are:
 - Text
 - Percentage
 - Number

- Date
- Lookup Table
- **Value**—The attribute value. If the type is a lookup table, then the value is set from the drop-down list.
- **Description**—Free-format text description of the attribute.

Department Metrics

Click **Add** to create a set of user-defined metrics, for reporting purposes.

[+] MORE

A key component of dashboards and reports is the comparison of actual metrics against target goals. Understanding the effectiveness or efficiency of organizations requires measuring performance against important goals that have been set by the organization. Targets can be associated with a number of objects, such as processes, departments, or tenants. For example, a work-time goal for a task will differ, based on its process; for example, orders will take longer than address changes. You can use metrics to measure this. Example:

When a metrics value is set, it will be stored as a named attribute in Data Mart. If the value is changed, the updates are pushed through to Data Mart with a `valid_from` and `valid_to` date/time stamp. This is important for historical reporting. For example, if you update the target on November 1 from 2.5 to 3.5, all tasks up to November 1 will use 2.5, and all new tasks will use 3.5. If the value is set at a department level, it applies to all processes, unless there is a specific value for that process. For example, Department 1 has four processes: A, B, C, and D. Cost/Task @ Department 1 = 2.50, which applies to Processes B, C, and D. Cost/Task @ Process A = 1.50, which applies only to Process A.

- **Name**—The metric name
- **Type**—Select from the drop-down list. Valid values are:
 - Text
 - Percentage
 - Number
 - Date
 - Lookup Table
- **Value**—The attribute value. If the type is a lookup table, then the value is set from the drop-down list.
- **Description**—Free-format text description of the attribute.

Permissions Settings (new in 8.5.105)

Business Structure details include a **Permissions** tab on which users with the relevant permissions can view and edit permissions settings for all users of the selected node.

Permissions Table

Permission	Description
Read	Permission to read information and receive updates about the object.
Create	Permission to create objects in this folder.
Change	Permission to change the properties of the object. The Change permission is the same as allowing "Write" access.
Execute	Permission to perform a predefined action or set of actions with respect to the object.
Delete	Permission to delete the object.
Read Permissions	Permission to read the access control settings for the object.
Change Permissions	Permission to change the access control settings for the object.
Execute	Permission to perform a predefined action or set of actions with respect to this object.
Propagate	For container objects (such as Tenants). The Propagate check box controls whether to propagate this set of elementary permissions to the child objects. By default, the check box is selected).

Actions

- **Add Access Group**—Displays the **Select Access Group** panel from which you can select one of the available Access Groups to add to this node and for whom you can then configure permissions.
- **Add Person**—Displays the **Select Person** panel from which you can select one of the available Persons to add to this node and for whom you can then configure permissions.
- **Replace Recursively**—Enables you, upon confirmation, to remove permissions for all child objects of this container and replace them with the permissions defined in this container.

Processes

To create a new Process

To create a new Process, first choose the Solution and Department to work with, then do one of the following:

- If one or more Process is already present, select one Process and click **More**, then click **Clone**, then edit the Process data fields.
- If one or more Process is already present, display the details of an existing Process and click **Clone**, then edit the new Process data fields.
- If no Process is present, click the the **New** button (+), choose Process, then edit the Process data fields.

Other Actions

From here you can **Clone**, **Delete** or **Move** this Process. You can move the Process only to a Department. Runtime IDs are not moved in the Move function—you must create a new one for the Process in its new Department.

Warning

1. Deleting or Moving a Process can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.
2. If you delete a Department or Process, any rules assigned to those objects will be inactivated and moved to the Solution level. This happens if you delete and re-create a Solution/Department/Process with the same name.

Process Details

- **Process Name**—The Process name. Mandatory when you add a new Process.
- **ID**—The Runtime ID of the Process. Mandatory when you add a new Process. The system will propose a default new Runtime ID.
- **Contact Name**—The contact name for the process, for informational purposes.
- **Contact Email**—The contact email for the process, for informational purposes.
- **Contact Phone**—The contact phone number for the process, for informational purposes.
- **Start Date**—The date the process becomes active. The start date of the process cannot be earlier than the start date of the parent department.
- **End Date**—The last day that the process is active. If left empty, the period end date inherits the end date value of the parent department.
- **Description**—Free-format text description of the Process.

Process Attributes

Click **Add** to create new attributes.

- **Name**—The attribute name
- **Type**—Select from the drop-down list. Valid values are:
 - Text
 - Percentage
 - Number
 - Date
 - Lookup Table
- **Value**—The attribute value. If the type is a lookup table, then the value is set from the drop-down list.
- **Description**—Free-format text description of the attribute.

Process Metrics

Click **Add** to create new metrics.

[+] MORE

A key component of dashboards and reports is the comparison of actual metrics against target goals. Understanding the effectiveness or efficiency of organizations requires measuring performance against important goals that have been set by the organization. Targets can be associated with a number of objects, such as processes, departments, or tenants. For example, a work-time goal for a task will differ, based on its process; for example, orders will take longer than address changes. You can use metrics to measure this. Example:

When a metrics value is set, it will be stored as a named attribute in Data Mart. If the value is changed, the updates are pushed through to Data Mart with a `valid_from` and `valid_to` date/time stamp. This is important for historical reporting. For example, if you update the target on November 1 from 2.5 to 3.5, all tasks up to November 1 will use 2.5, and all new tasks will use 3.5. If the value is set at a department level, it applies to all processes, unless there is a specific value for that process. For example, Department 1 has four processes: A, B, C, and D. `Cost/Task @ Department 1 = 2.50`, which applies to Processes B, C, and D. `Cost/Task @ Process A = 1.50`, which applies only to Process A.

- **Name**—The attribute name
- **Type**—Select from the drop-down list. Valid values are:
 - Text
 - Percentage
 - Number
 - Date
 - Lookup Table
- **Value**—The attribute value.
- **Description**—Free-format text description of the attribute.

Permissions Settings (new in 8.5.105)

Business Structure details include a **Permissions** tab on which users with the relevant permissions can view and edit permissions settings for all users of the selected node.

Permissions Table

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Delete	Permission to delete the object.
Read Permissions	Permission to read the access control settings for the object.
Change Permissions	Permission to change the access control settings for the object.
Execute	Permission to perform a predefined action or set of actions with respect to this object.
Propagate	For container objects (such as Tenants). The Propagate check box controls whether to propagate this set of elementary permissions to the child objects. By default, the check box is selected).

Actions

- **Add Access Group**—Displays the **Select Access Group** panel from which you can select one of the available Access Groups to add to this node and for whom you can then configure permissions.
- **Add Person**—Displays the **Select Person** panel from which you can select one of the available Persons to add to this node and for whom you can then configure permissions.
- **Replace Recursively**—Enables you, upon confirmation, to remove permissions for all child objects of this container and replace them with the permissions defined in this container.

Related Links

- **Data Mart**

- **Data Mart Dashboard**
 - **Lookup Tables**
-

Configuring an iWD Tenant

Important

It is recommended that you do not create any Solutions and Services under the System Tenant. You should do so under a managed Tenant.

Procedure

1. Navigate to **GAX -> Configuration -> Environment > Tenants**.
2. Click **New** to open a configuration page. This has three tabs: **General**, **Options** and **iWD Attributes**. Two more, **Permissions** and **Dependencies**— appear when the Tenant is saved.
3. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list: **General tab**
 - **Name**—The name of the Tenant. You must specify a value for this property, and that value must be unique within the Configuration Database.
 - **Password**—A password that must be used to access this Tenant.
 - **Confirm Password**—A confirmation of the password.
 - **Parent Tenant**—The parent Tenant of this Tenant. By default, the parent Tenant is the Tenant in which you are creating the new Tenant. If you change this field, the new Tenant will be created as a new child Tenant under the specified parent Tenant. To subsequently change the parent Tenant, refer to the Structure tab, above.
 - **Chargeable Number**—The account number to which activities for this Tenant are charged, for cost-tracking purposes.
 - **Default Contract**—The default cost contract applied to resources of this Tenant. For more information, refer to the Routing Solutions chapter of the [Universal Routing 8.0 Routing Application Configuration Guide](#).
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
 - Ignore the **Options tab**.

Permissions

4. Configure user permissions for this Tenant.

Dependencies

5. Configure any Dependencies for this Tenant.

iWD Attributes

6. Configure the iWD Attributes for this Tenant.

- **ID**—The Tenant's runtime ID, generated automatically.
- Description of the tenant.
- **Social Messaging Enabled**—Check to enable social engagement integration for this Tenant.
- **Rule Authoring Tool URL**—The URL of the Genesys Rules Authoring Tool for this iWD Tenant.
- Click **Inventory Report** to print to screen a complete view of the Tenant hierarchy, including Solutions, Departments and Processes.
- Add any Custom Tenant attributes by clicking **Add** and filling in the Name Type and Value table.

Important

If you are not logged in as the default User, or are not a member of the **SuperAdministrators** Access Group, you must have special permissions and role privileges to create a Tenant. Refer to the **Genesys 8.5 Security Deployment Guide** for details about the security requirements for creating a Tenant.

Data Mart

Important

You cannot add a new Data Mart using this configuration component.

Display Options

Filters and Constraints

Configuration Server respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

1. Type the name or partial name of an object in the **Quick Filter** field.
2. Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Data Fields

Each entry is shown with the following data fields:

- **Name**—Name of the solution hosting iWD Data Mart.

General

- **Application**—Name of the iWD Runtime Node application attached to the selected Solution. There is a one-to-one relationship between Solutions requiring Data Mart and iWD Runtime Node applications. The iWD Runtime Node can be detached from the Solution by selecting a blank name in this field.
- **Host**—Host where the iWD Runtime Node is installed. Selectable from the list of hosts configured in

GAX Configuration Manager.

- **Port**—Port assigned to iWD Runtime Node. Numeric field; the value must be between 1 and 65535 inclusive. The port must be unique within the host.
- **ETL Scripts Directory**—The directory on the server in which iWD Data Mart ETL scripts are stored. For example, the default path used when iWD Data Mart is installed is C:\Program Files\GCTI\iWD Data Mart\etl.
- **From release 8.5.102—Configuration Server's Database Access Point**—The name of the Database Access Point associated with Configuration Server. Required for Data Mart's Load Config job.
- **Number of Threads**—Performance tuning: the size of the thread pool.
- **Ignored Dimensions**—Performance tuning: the list of dimensions that will be ignored by the Load Intraday job. One dimension per line.
- **Default Dimension Key**—Performance tuning: the default value which will be used for ignored dimensions' keys.
- **From release 8.5.105—Clear Dimension Cache**—Enables or disables persistence of the dimension's cache between Load Intraday job runs. With value `true`, the dimension's cache is cleared when the Load Intraday job completes. With value `false` (default), the cache persists between Load Intraday job runs. Requires restart of the IWD Runtime Node to take effect.

Logging

The **Logging** tab configures internal logging capabilities within the iWD Runtime Node.

- **Log Level**—The Service log level. This should be set to `Info` unless otherwise instructed by Genesys Technical Support. The possible log levels are:
 - `Debug`—The most detailed informational events that are most useful in debugging an application.
 - `Info`—Informational messages that highlight the progress of the application.
 - `Warning`—Potentially harmful situations.
 - `Error`—Error events that might not affect the application's ability to run.
 - `Trace`—Turns on all logging.
 - `Off`—Turns off all logging.
- **Log Directory**—The directory in which the log files will be stored, for all services. If it starts with `/` (on Unix-based operating systems) or a drive letter (on Windows), an absolute path will be used; otherwise, the path is relative from the iWD Runtime Node installation directory.
 - Note:** It is strongly recommended that you only set the file path to a directory on a local machine, not a remote location such as a shared network drive. Logging to a remote location can severely impact performance.
- **Log Age**—Sets the number of days that log files should be kept in the system. A value of 0 disables this limit.
- **Log Size**—Sets a limit on the size of a single log file, in megabytes. A value of 0 disables this limit.
- **Log Files**—Sets a limit on the number of log files that are kept for this service, excluding the current log file. A value of 0 disables this limit.

Database

The **Database** tab defines a connection to a Data Mart database server. The configured database and user must exist in the database server. The user must have read/write permissions to the database.

- **Application**—The name of the Database Access Point application associated with Data Mart instance.
- **Database**—The name of the database. This is available only for MS SQL Server.
- **SID**—Oracle System ID of the database. The Oracle System ID (SID) is used to uniquely identify a particular database on a system. This is available only for Oracle database.
- **Server**—The database server. Selectable from list of configured hosts.
- **Port**—The TCP port number of the database server.
- **User Name** —The database user name.
- **Password**—The password for the database.
- **Auto-Sync**—The iWD Data Mart database will be initialized automatically the first time the Database Service and Kettle ETL Service are started. If the Auto-Sync option is selected, this initialization is automatic, and the Database Service will also check for updates to the iWD Data Mart database whenever a new version of iWD Data Mart is installed. The Auto-Sync option will also initialize ETL plugins.
- **Custom URL (for Data Mart)**—Add a specific custom URL here to override any default value for the Data Mart database used by iWD Data Mart.
- **Custom URL (for iWD SSJE)**—Add a specific custom URL here to override any default value for the Data Mart database used by BPR iWD StatServer extensions.

Stat Server

The **Stat Server** tab configures Statistics Adapter job and defines connection to Genesys Stat Server. Statistics Adapter processes the statistical data created by the Aggregate Stats ETL job and writes stat-types and filters in the configuration for Genesys Stat Server. CCPulse+ requests iWD statistics from Stat Server, and reads the stat-types and filters from the Stat Server configuration.

Important

From release 8.5.108.02, multiple Stat Servers can be specified manually via the Runtime Node configuration object. On the **Options** tab, provide a list of Stat Servers separated by semicolons for the following option:

- "[stat-server]/name"—<StatServer_1>;<StatServer_2>;...;<StatServer_N>

- **Application**—The Stat Server's application name. Selectable from list of installed Stat Server applications. Each Data Mart requires separate Stat Server instance.

- **Dimension Mapping**—Defines how statistical dimensions are mapped.
 - **Filter**—Dimensions are mapped to CCPulse+ filters.
 - **Virtual Queue**—Dimensions are mapped to Genesys virtual queues.
- **Virtual Queue Name**—Name of the Genesys virtual queue to which statistics are distributed. Applicable only if Dimension Mapping is set to Virtual Queue.
- **Service Index**—Statistical service index for configuration options. This should be unique inside the set of indexes, assigned to statistical services served by the one instance of Genesys Stat Server.
- **Extension File Name**—Required to support a Genesys reporting environment with multiple instances of Stat Server Java Extensions. This is the name of the Stat Server Java extension jar file (BPR_iWD_Extension.jar). This file is saved to the Stat Server installation directory during installation of the iWD Stat Extensions. You can find the location of this file in Stat Server configuration options as the value of the java-libraries-dir option in the java-config section.
- **Extension Section Name**—Required to support a Genesys reporting environment with multiple instances of Stat Server Java Extensions. This property maps to the section name for the specific Stat Server Java Extension in the Stat Server configuration.

Schedules

The **Schedules** tab configures execution schedule of three Data Mart job groups. The syntax follow standard CRON scheduling expression. For example, the following expression will cause the job to be executed every 15 minutes:

```
0 0,15,30,45 * * * ?
```

For more information about CRON scheduling, see [<http://www.quartz-scheduler.org/documentation/quartz-2.1.x/tutorials/crontrigger> Quartz Scheduler documentation]

- **Intraday**—The schedule for the Intraday job group: Load Config, Load Intraday, Aggregate Intraday, Aggregate Stats and Statistic Adapter. Typically scheduled to run every 15 minutes.
- **Historical**—The schedule for the Historical job group: Load Historical, Aggregate Historical and Maintain. Typically scheduled to run once a day, after midnight.
- **Prune**—The schedule for Prune job. Typically scheduled to run once a day, after Historical group.

Expirations

The **Expirations** tab configures the Maintain job, which deletes expired facts from Data Mart tables.

- **Record Details**—The number of days after which the detailed task (task_fact, task_event_fact, and task_work_fact) data will be removed from the database.
- **Aggregation 15 min**—The number of days after which the data will be removed from 15-minute aggregation tables.

Tenant Attributes

The **Tenant Attributes** tab enables selection of up to 5 of a tenant's custom attributes, that will be loaded into the CUSTOM_DIM dimension and associated to the tenant via the CUSTOM_DIM_KEY field.

- **Custom Attribute 1-5**—User-configured custom Tenant attributes, selectable from the list of Custom Attributes attached to the Tenant.

Department Attributes

The **Department Attributes** tab allows selection of up to 5 of a departments's custom attributes that will be loaded into the CUSTOM_DIM dimension and associated to the departments via the CUSTOM_DIM_KEY field.

- **Custom Attribute 1-5**—User-configured custom Department attributes, selectable from the list of Custom Attributes attached to any Department within the Solution.

Process Attributes

The **Process Attributes** tab allows selection of up to 5 of a process' custom attributes, that will be loaded into the CUSTOM_DIM dimension and associated to the processes via the CUSTOM_DIM_KEY field.

- **Custom Attribute 1-5**—User-configured custom Process attributes, selectable from the list of Custom Attributes attached to any Process within the Solution.

Task Attributes

The **Task Attributes** tab defines up to 10 names of a task's custom attributes that will be loaded into the task_fact custom attribute fields (CUSTOM_ATTRIBUTE 1-10). Names must start with a letter, and only underscores and alphanumeric characters are supported.

In order for Kettle to pick them up, it is necessary to create fields in the Event Log Database. In the rpt_interaction and rpt_esp tables, add the fields in the following format:

*: Name: <attribute_name>, type: varchar(length).

These fields should be added to the mappings in the Event Log DAP options in the esp-custom-data and itx-custom-data sections.

For example, in order to store a custom attribute with the name order_total in the iWD Data Mart, as a task custom attribute:

1. Create a new column in the rpt_interaction table: order_total, type: varchar(50)
2. Create a new column in the rpt_esp table: order_total, type: varchar(50)

3. Create a new option in the `esp-custom-data` section of the Event Log DAP options:
`order_total=order_total`
4. Create a new entry option in the `itx-custom-data` section of the Event Log DAP options:
`order_total=order_total`
5. Add `order_total` to the Task Attributes list in iWD GAX Plugin.

Dimension Mapping

The **Dimension Mapping** tab defines up to 5 comma-separated names of a task's custom attributes that will be loaded into the `CUSTOM_DIM` dimension and associated to the task via the `CUSTOM_DIM_KEY` field. Names must start with a letter, and only underscores and alphanumeric characters are supported.

In order for Kettle to pick them up, it is necessary to create fields in the Event Log Database. In the `rpt_interaction` and `rpt_esp` tables, add the fields in the following format:

*: Name: `<attribute_name>`, type: `varchar(length)`.

These fields should be added to the mappings in the Event Log DAP options in the `esp-custom-data` and `itx-custom-data` sections.

For example, in order to store a custom attribute with the name `order_total` in the iWD Data Mart, as a task custom attribute:

1. Create a new column in the `rpt_interaction` table: `order_total`, type: `varchar(50)`
 2. Create a new column in the `rpt_esp` table: `order_total`, type: `varchar(50)`
 3. Create a new option in the `esp-custom-data` section of the Event Log DAP options:
`order_total=order_total`
 4. Create a new entry option in the `itx-custom-data` section of the Event Log DAP options:
`order_total=order_total`
 5. Add `order_total` to Dimension Mapping list in iWD GAX Plugin.
-

Related Links

- [Business Structure](#)
 - [Data Mart Dashboard](#)
 - [Lookup Tables](#)
-

Data Mart Dashboard

Display Options

Filters and Constraints

Configuration Server respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

1. Type the name or partial name of an object in the **Quick Filter** field.
2. Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Data Fields

Each entry is shown with the following data fields:

- **Name** — Name of solution. Clicking on solution displays dashboard of attached iWD Data Mart.

Dashboard Details

Data Mart Data Fields

- **Service Name**—The name of the service. Sort the list using the up and down arrows.
- **Inactive**—The 'Stopped' status appears in this column when service is inactive. Sort the list using the up and down arrows.
- **Active**—The 'Started' status appears in this column when service is running. Data Mart jobs can also have 'Scheduled' status. Sort the list using the up and down arrows.

- **Status Message**—Displays additional service-status details, when available, such as an error message.

Other Actions

To start a service, select it by clicking on it and click **Start**.

To stop a service, select it by clicking on it and click **Stop**.

To display the log file for a service, select it by clicking on it and click **Log**. A new **Log Viewer** window displaying the log contents is shown. In the **Log Viewer** window you can:

- Refresh the log
- Download the contents of the log to a file

Important

iWD also supports Centralized Logging through Genesys Message Server. Refer to the iWD Deployment Guide for more information.

Related Links

- **Business Structure**
 - **Data Mart**
 - **Lookup Tables**
-

Lookup Tables

[+] MORE

You can specify lookup tables that can be used in rules, custom attributes, and metrics. Lookup tables are simple key/label pairs and are displayed as dropdown controls. Although business rules are managed in the Genesys Rules System, it is still possible to create rule parameters that use values from iWD Lookup Tables. Example: the `taskChannels` parameter in the iWD Standard Rules Template presents the user with a list of task channels that are read from an iWD Lookup Table.

The `taskChannels` parameter is configured as a database type rule parameter. The configuration of that parameter instructs the Genesys Rules Authoring Tool how to query the iWD configuration database to retrieve the values of the out-of-the-box iWD Lookup Table called `channels`. To create additional rule parameters that will retrieve the values from other Lookup Tables, you can make copies of the `taskChannels` parameter and modify the SQL query, changing the name of the Lookup Table from `channels` to the name of your Lookup Table.

Display Options

Filters and Constraints

Configuration Server respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

1. Type the name or partial name of an object in the **Quick Filter** field.
2. Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Data Fields

Each entry is shown with the following data fields:

- **Name**—The element's name.

Actions

To add a new Lookup Table

Either:

- From the List view, click **New** and complete the Lookup Table's details.
- Display the details of a Lookup Table and click **Clone**, then edit the details.

To add a new key/label pair to a Lookup Table

Display the Lookup Table by selecting it, then click **Add** and complete the new details.

Other Actions

From this context you can **Delete** or **Move** this Lookup Table. You can move the Lookup Table only to another Tenant. Runtime IDs are not moved in the Move function—you must create a new one for the Lookup Table in its new Tenant.

Warning

Deleting or Moving a Lookup Table can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.

Related Links

- [Business Structure](#)
 - [Data Mart](#)
 - [Data Mart Dashboard](#)
-

Configuring a Capture Point for iWD

One Application must be configured for each instance of the Capture Point. Interaction Server supports multiple capture points.

Prerequisites

- Interaction Server must be installed.
- A Business Process must be installed on a Tenant.

Procedure

1. Navigate to **Environment > Applications**.
2. Create a new Application object based on the chosen Capture Point template. The CapturePointId will be automatically set to the name of the Capture Point application as configured in GAX. In iWD compatibility mode, it will also be saved as the IWD_capturePointId property in user data. When the Capture Point is configured, the Capture Point ID must be **the same** as the application name in order to ensure accurate events history reporting and accurate filtering. (The Capture Point *Name* can be anything).

Important

The name of the Capture Point **Application** must start with a letter, contain only alpha-numeric characters and underscores, and cannot be longer than 16 characters and cannot contain spaces.

3. Because the Capture Point is integrated with Interaction Server, the Host and Port information is taken from Interaction Server (which must be listed as a connection on the **Connections** tab). However in order to create the application, you must initially specify the Host by itself. So the Host must be the same as the host for Interaction Server.
4. Add a connection to Interaction Server. Multiple Capture Point **Application** objects can connect to the same Interaction Server.
5. On the **Ports** tab, there must be ports configured. This is required for connection to Interaction Server.
6. On the **Tenants** tab, add the relevant Tenant.
7. Ignore the **Options** tab.
8. Ignore the **Application Options** tab.
9. Apply the Application object to see additional tabs like **iWD Attributes**.

10. On the **iWD Attributes** tab, select the **Solution** from the drop-down list and add a **Description**. If the list is empty, this means that the assigned Tenant does not yet have any Business Structure configured.
 11. At this point, change the Runtime ID (**ID** field) because after the first save of iWD Attributes, the runtime ID cannot be changed. Please remember also that the Runtime ID and the Capture Point name must be the same.
 12. Add the relevant queue names in the listed queue fields. For a standard out-of-box iWD Business Process, these will be the default queue names as supplied. For any customized business process, these will be the names of the custom queues. The following options allow customization of interaction queues used by iWD in the current Solution. Non-standard queue names must be defined when there are multiple iWD business processes configured in the same Tenant. Queue names can be selected from drop-down lists. If a value is missing, a default name is displayed for this queue.
 - **Queue for new tasks**—Interaction queue recognized by iWD as an entry to the business process in this solution. Default values:
 - IRD—iWD_New
 - Composer—iwd_bp_comp.Main.iWD_New
 - **Queue for captured tasks**—Interaction queue for tasks successfully processed by the Classification strategy. Default values:
 - IRD—iWD_Captured.
 - Composer—iwd_bp_comp.Main.iWD_Captured
 - **Queue for queued tasks**—Interaction queue for tasks successfully processed by the Prioritization strategy. Default vlaues:
 - IRD—iWD_Queued
 - Composer—iwd_bp_comp.Main.iWD_Queued
 - **Queue for completed tasks**—Interaction queue for tasks marked as completed by agents. Default values:
 - IRD—iWD_Completed
 - Composer—iwd_bp_comp.Main.iWD_Completed
 - **Queue for rejected tasks**—Interaction queue for tasks rejected by the Classification strategy. Default values:
 - IRD—iWD_Rejected
 - Composer—iwd_bp_comp.Main.iWD_Rejected
 - **Queue for canceled tasks**—Interaction queue for tasks canceled by a Global Task List user or by a capture point. Default values:
 - IRD—iWD_Canceled
 - Composer—iwd_bp_comp.Main.iWD_Canceled
 - **Queue for error-held tasks**—Interaction queue for tasks that failed to be processed by the Classification or Prioritization strategies. Default values:
 - IRD—iWD_ErrorHeld
 - Composer—iwd_bp_comp.Main.iWD_ErrorHeld
 13. Save the Application object.
-

14. When configuration is complete, click Save.

Capture Points Configuration Options

Integrated Capture Points' options must be set accordingly so that they can put new or modified interactions in the correct interaction queues. When an integrated Capture Point is connected with an iWD solution, its options are automatically synchronized with the solution. The following options are updated in Capture Points to work with a customized iWD business process:

JMS Capture Point and File Capture Point

- inbound-transformer-parameters
 - CancelQueues
 - CompleteQueues
 - RestartQueues
- outbound-transformer-parameters
 - CancelQueues
 - CompleteQueues
 - ErrorHeldQueues
 - RejectQueues
 - RestartQueues

Web Service Capture Point and Database Capture Point

- iwd-parameters
 - CancelQueues
 - CompleteQueues
 - ErrorHeldQueues
 - RejectQueues
 - RestartQueues

All Capture Points

- default-values
 - Queue

Note that the sections listed above can include also other attributes. You can find the full list in [eServices Reference Manual](#) documentation.

Queues vs Capture Points' options mapping

The following mapping between configured queues and Capture Points' options is maintained.

Capture Point Option	iWD Solution's Queue	Default Value IRD	Default Value Composer
default-values/Queue	New	iWD_New	iwd_bp_comp.Main.iWD_New
RestartQueues	New	iWD_New	iwd_bp_comp.Main.iWD_New
CompleteQueues	Completed	iWD_Completed	iwd_bp_comp.Main.iWD_Completed
RejectQueues	Rejected	iWD_Rejected	iwd_bp_comp.Main.iWD_Rejected
CancelQueues	Canceled	iWD_Canceled	iwd_bp_comp.Main.iWD_Canceled
ErrorHeldQueues	Error Held	iWD_ErrorHeld	iwd_bp_comp.Main.iWD_ErrorHeld

The options are updated whenever a user changes any of the queues in the iWD Solution configuration in GAX. They are also modified when a user changes the assigned Solution in the Capture Point's configuration in GAX. If no Solution has been assigned to the Capture Point, the queue options can be set manually.