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Working with the iWD Business Process in Composer

IWDBP Contents

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Contents

- 1 IWDBP Contents
 - 1.1 Strategies
 - 1.2 Subroutines
 - 1.3 Queues

IWDBP Contents

Strategies

The iWD business process (`iwd_bp_comp`) contains the following strategies:

- Classification
- Prioritization
- Invoke UCS
- Invoke GRE
- Distribution
- MarkInteractionAsDone
- Removal
- Finish

Subroutines

The iWD business process contains the following subroutines:

- DetermineESPServerName
- DetermineRulePackageName
- CheckBusinessValueAndPriority

Queues

The iWD business process contains the following queues:

- `iwd_bp_comp.Main.iWD_New`
- `iwd_bp_comp.Main.iWD_Canceled`
- `iwd_bp_comp.Main.iWD_Captured`
- `iwd_bp_comp.Main.iWD_Completed`
- `iwd_bp_comp.Main.iWD_ErrorHeld`
- `iwd_bp_comp.Main.iWD_Queued`
- `iwd_bp_comp.Main.iWD_Rejected`

The Interaction Queues that are included in the out of the box `iwd_bp_comp` business process must be present. The names can be changed, but it is necessary to appropriately configure iWD with new names. The Global Task List looks for the defined Interaction Queue names. If you modify the business process to add additional queues or rename existing queues, and the change is not reflected in the configuration of iWD, the *interactions* display in the Global Task List with the status Queued. In this document it is assumed that original queue names are used.