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# Working with the iWD Business Process in Composer

New Features by Release

5/5/2025

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## New Features by Release

### 8.5.108.01

#### Improvements to the IWD Business Process for ORS/Composer

A **Pause** block with a configurable delay has been added to the **InvokeGRE** workflow 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

#### 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

#### Segmentation Support

Segmentation settings have been added to the **ToDistribute** View in 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. 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.

The Distribution strategy can now make a call to the configured segments and add an **IWD\_Segment** attribute to the interaction data. There is more information here:

- [IWD BP Strategies and Subroutines in 8.5.105](#)

## Code Refactoring

In several other strategies (in addition to Distribution), code has been refactored in order to simplify them. There is more information here:

- [IWD BP Strategies and Subroutines in 8.5.105](#)