GENESYS™

Working with the iWD Business Process in IRD

IWDBP Main Process Diagram

5/7/2025

Contents

IWDBP Main Process Diagram

8.5.105

The screenshot below shows the entire business process as it appears in the `Interaction Design` window of Interaction Routing Designer in release 8.5.105. Click to expand the graphic.
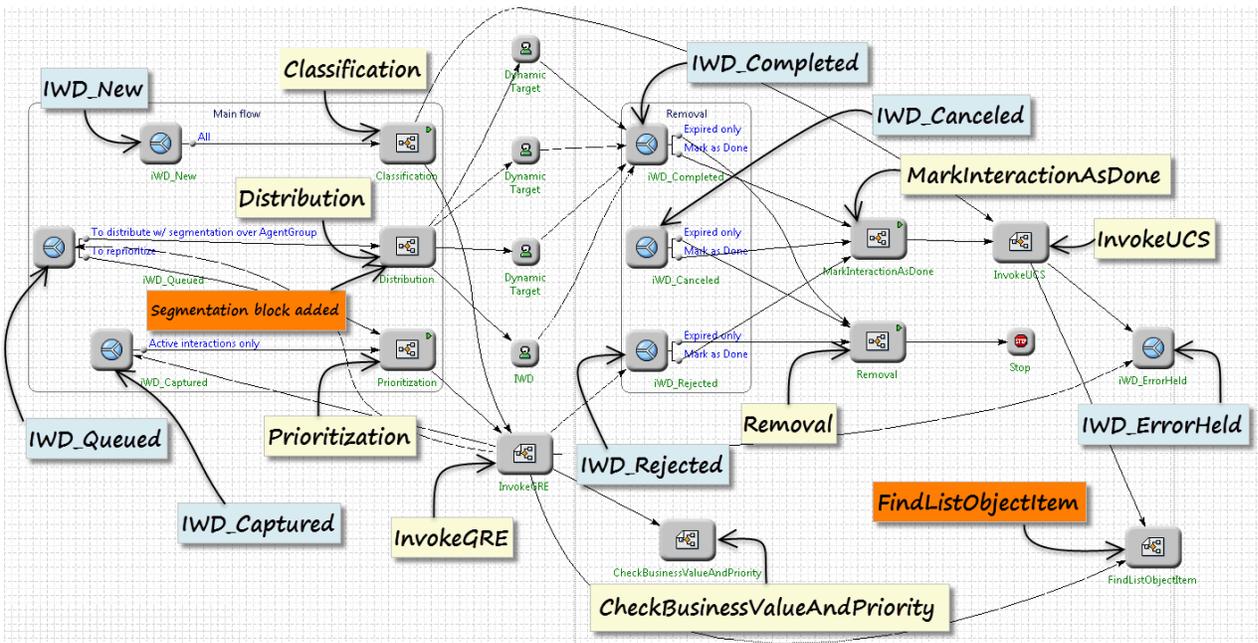
Items in orange are new in release 8.5.105.

8.5.104

The screenshot below shows the entire business process as it appears in the `Interaction Design` window of Interaction Routing Designer in release 8.5.104. Click to expand the graphic.
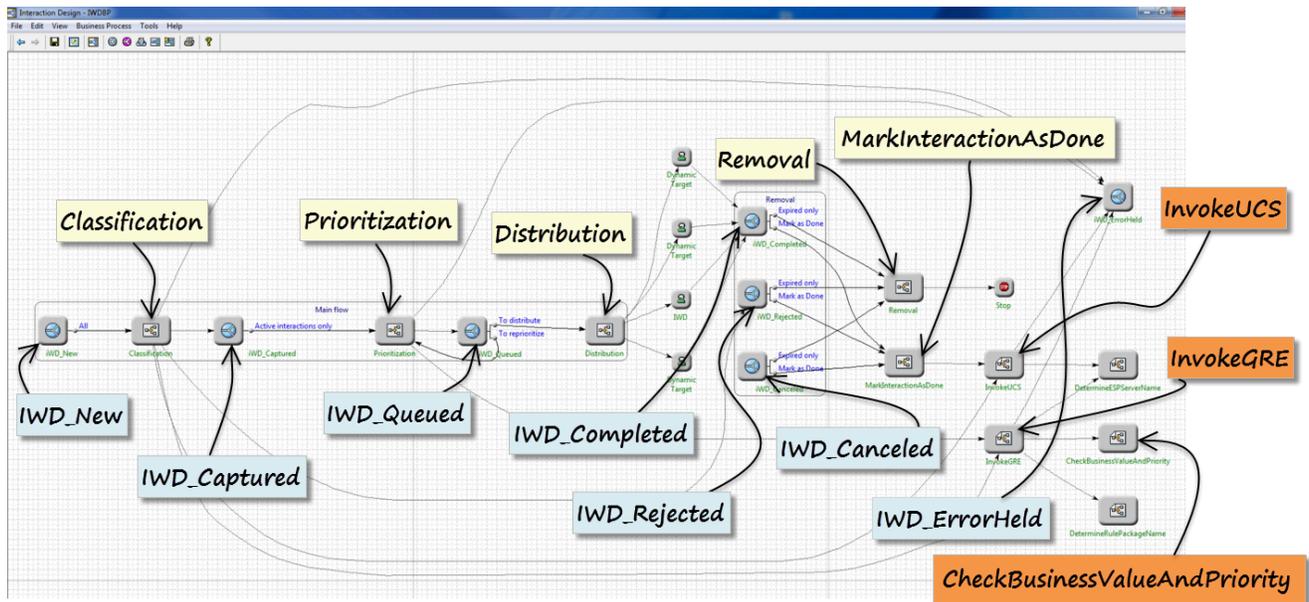
Items in orange are new in release 8.5.104. Click to expand the graphic.

Pre-8.5.104