



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Working with the iWD Business Process in IRD

iWD Business Process - Contents

# iWD Business Process - Contents

The iWD business process (IWDBP) contains the following strategies:

- Classification
- Prioritization
- Distribution
- MarkInteractionAsDone
- Removal
- InvokeUCS—New in 8.5.104. This strategy block modularizes calls to UCS that prior to 8.5.104 were repeatedly invoked within other strategies.
- InvokeGRE—New in 8.5.104. This strategy block modularizes calls to GRE that prior to 8.5.104 were repeatedly invoked within other strategies.

The iWD business process contains the following subroutines:

- DetermineESPServerName—Deprecated in 8.5.105
- DetermineRulePackageName—Deprecated in 8.5.105
- FindObjectListName—New in 8.5.105

## Important

In release 8.5.105, the DetermineESPServerName and DetermineRulePackageName subroutines are amalgamated into and replaced by FindObjectListName

- CheckBusinessValueAndPriority—New in 8.5.104. This subroutine modularizes checks for business value and priority that prior to 8.5.104 were repeatedly invoked within other strategies.

The iWD business process contains the following queues:

- iWD\_New
- iWD\_Captured
- iWD\_Queued
- iWD\_Canceled
- iWD\_Rejected
- iWD\_Completed
- iWD\_ErrorHeld

The Interaction Queues that are included in the out of the box IWDBP 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.