# iWD Manager Help

Configuring Interaction Custom Properties

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# Configuring Interaction Custom Properties

The **Configure Interaction Custom Properties** feature supports iWD by:

- Adding the necessary columns to tables in the Interaction Server and Interaction Server Event Log databases to support iWD.

- Creating new iWD-related **Interaction Custom Properties**, which are a type of **Business Attribute**, in the Genesys configuration database.

- Creating some options for the Interaction Server Event Log Database Access Point that are necessary to support iWD.

- Adding `iWD_Completed` (IRD) or `iwd_bp_comp.Main.iWD_Completed` (Composer) or a customized business process queue name for completed tasks to the Interaction Server configuration.

If any of these updates was not previously done, clicking on the **Configure Ixn Custom Properties** node will display an on-screen message, informing you of the missing attributes or outdated database versions.

At this point, click on the **Configure Ixn Custom Properties** button to execute the configuration. A message will be displayed in the **Messages** pane when the configuration has completed. A restart of Interaction Server is required if any configuration changes were made.

## Related Links

- **Global Task List**
- **Filters**
- **Import/Export**
- **Media Icons**