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iWD Deployment Guide

Updating the Interaction Server databases and related configuration objects

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Updating the Interaction Server databases and related configuration objects

Purpose

To ensure iWD automatically runs the update scripts on the Interaction Server databases for compatibility with iWD 9.0, creates the necessary Business Attributes in Configuration Server, and configures the completed-queues option for Interaction Server.

Prerequisites

- Interaction Server is correctly installed. (Refer to the eServices (Multimedia) 8.1 Deployment Guide).
- The installation of iWD components as outlined in this chapter is completed up to this point. In particular, iWD Plug-in for GAX must be installed.
- The JDBC connection URL is provided in Interaction Servers' DAP as described on the [Interaction Server Configuration page](#).

Procedure

1. Stop the Interaction Server application.
2. Log into iWD Plug-in for GAX.
3. Open **Business Structure**.
4. Navigate to your iWD tenant.
5. Navigate to your Solution from the navigation tree and select the **Migration** tab. The **Interaction custom properties and migration issues** table on the right side notifies you of the updates that must be made.
6. Press the **Configure** button.
7. Start the Interaction Server application.

enable-revoke-from-agent

An Interaction Server configuration option, enable-revoke-from-agent, enables enhancements to task management in the Global Task List. Specifically, this option allows an Assigned interaction to be revoked from an employee desktop when the interaction is put on hold, canceled, or completed, from the Global Task List or through an integrated capture point.