iWD Deployment Guide

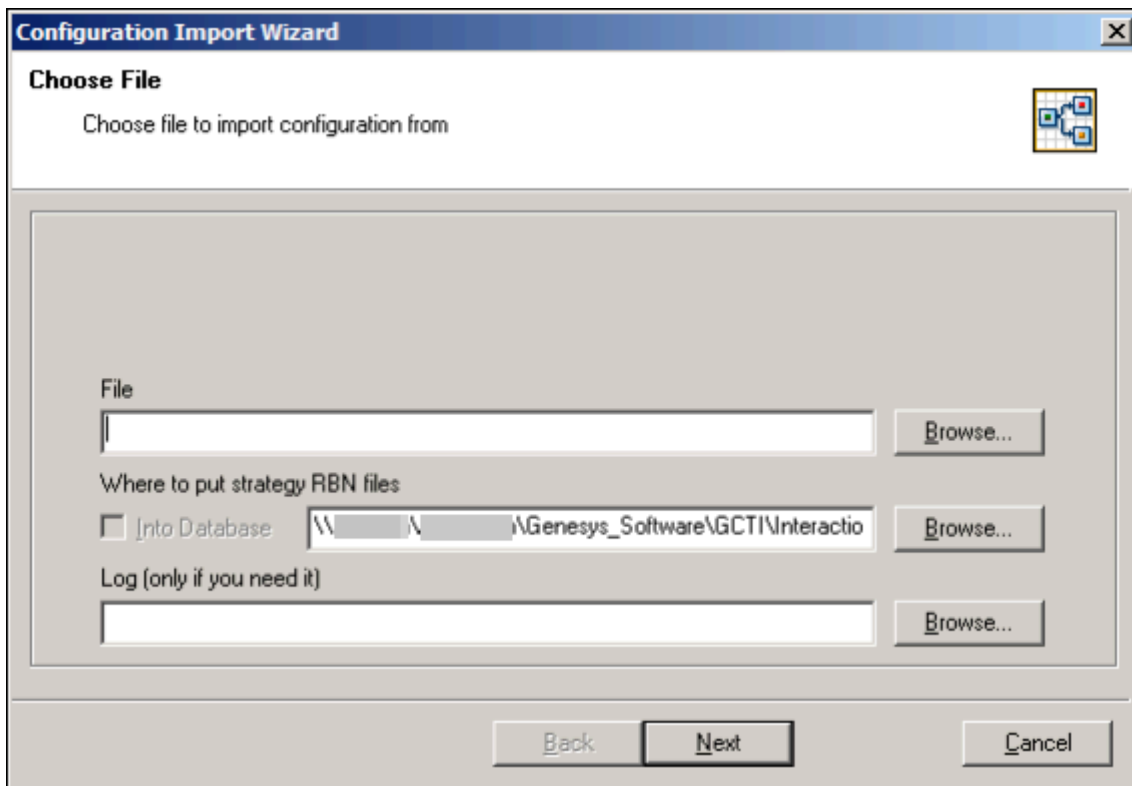## Manual Installation of IWDBPs

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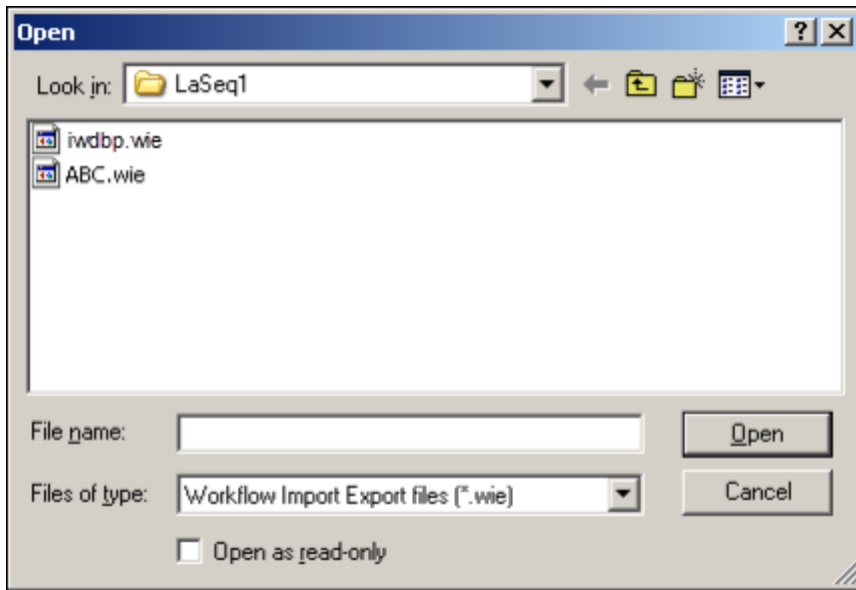## Manual Installation of iWDBP for IRD

The business process for iWD is provided as a **.wie** file that can be imported manually through the Genesys Interaction Routing Designer. The iWD business process **.wie** files are saved to your file system when the iWD Manager Installation Package is installed.

Procedure

1. In the IRD main window, click **Interaction Design**.

2. Click **Business Processes**. The existing Business Processes are listed for selection.

3. Double-click a Business Process to open the **Interaction Design** window.

4. From the **File** menu, select **Import**. The **Configuration Import Wizard Choose File** page appears.
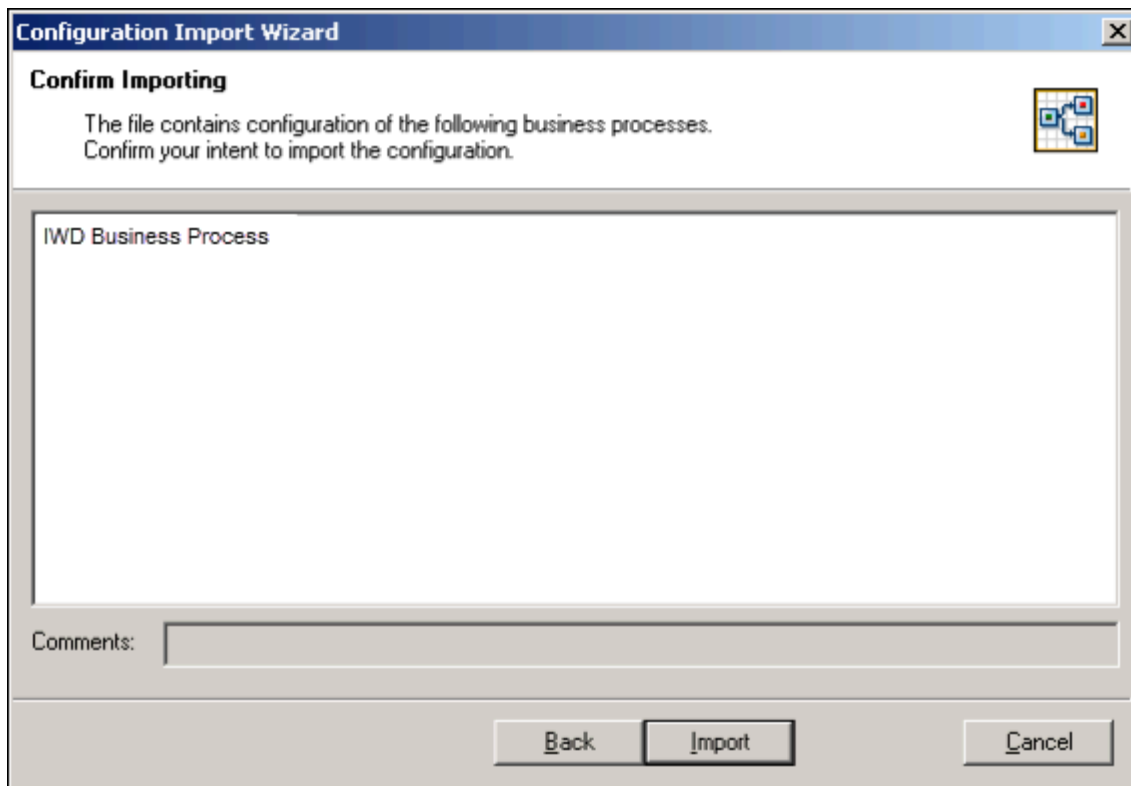

5. Next to the **File** text box, click **Browse**. The **Open** dialog box appears.

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6. Locate the **iwdbp.wie** file, and double-click it. The **Open** dialog box closes. IRD inserts the selected directory path and file name into the **File** text box in the Configuration Import Wizard.

7. Under **Where to put strategy RBN files**, do one of the following:

   - Click **Browse**, and then locate the folder that will hold the graphical portion of strategies in the Business Process (strategy ***.rbn** files, which consume more space than the script portion of strategies).

   - Select the **Into Database** checkbox (if it is enabled), to save ***.rbn** files in a database.

   Notes:

   - In order for the **Into Database** checkbox to be enabled, a Database Access Point must appear in the **Connections** tab of the IRD Application in Configuration Manager.

   - The database used is the Configuration Server database. The table name is **ird_strategies**.

   - If security is a consideration, you may want to store the **.rbn** files in a database. For example, if you are a Service Provider, you might not want your subscribers to have access to your corporate drives. In this case, saving to the database in the recommended method.

   - If you want to save the details of the import operation to a log file, click **Browse** next to the **Log** text box (unless the log file is already selected), and then locate or create the log file.

8. Under **Log** (only if you need it), you have the option of saving business process import details in a log file. If you wish to do this, click the **Browse** button and locate/name the log file.

9. Click **Next**. The Configuration Wizard Confirm Importing page appears.

10. If you are satisfied with your entries, click **Import**; otherwise, click **Back** to return to the **Configuration Import Wizard Choose File** page, and repeat Steps 5-9.
    After you click **Import**, the **Configuration Import** dialog box appears. A progress bar shows the progress of the import.

11. Do one of the following:

    - To update your configuration settings immediately after the update, click **Refresh**.

    - Click **Close**; then at any time, you can update your configuration settings by selecting **Refresh** from the **File** menu.

12. Respond to any messages that appear.

Manual Installation of iWDBP for Composer

Import the Composer IWDBP project template (**iwd_bp_comp**) which is provided with the iWD software distribution artifacts here:
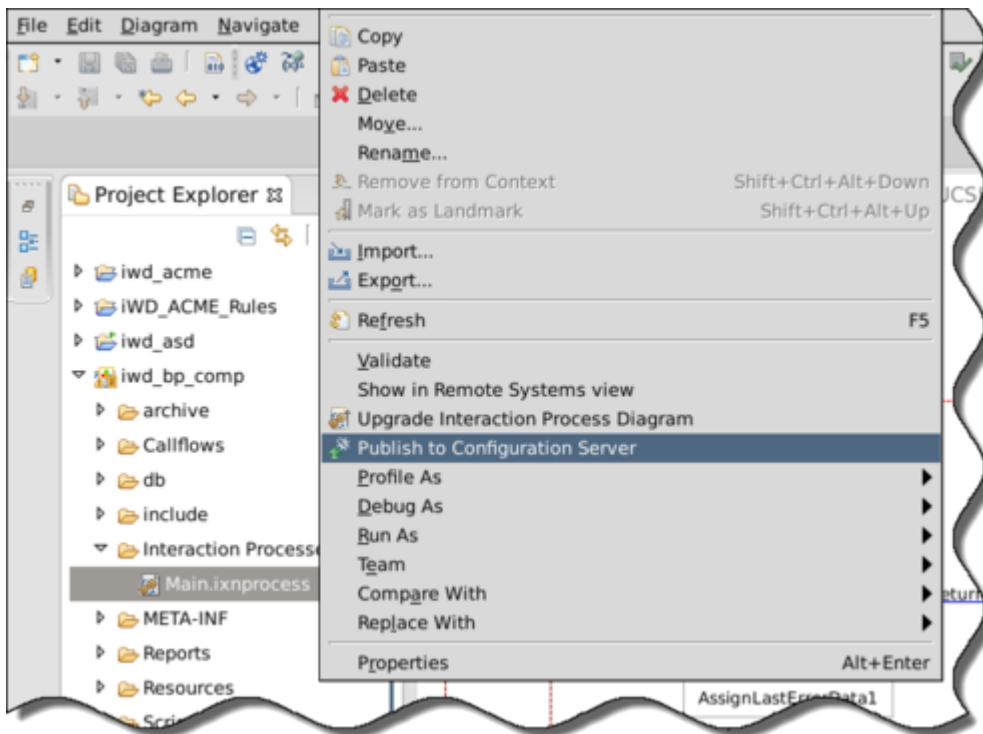
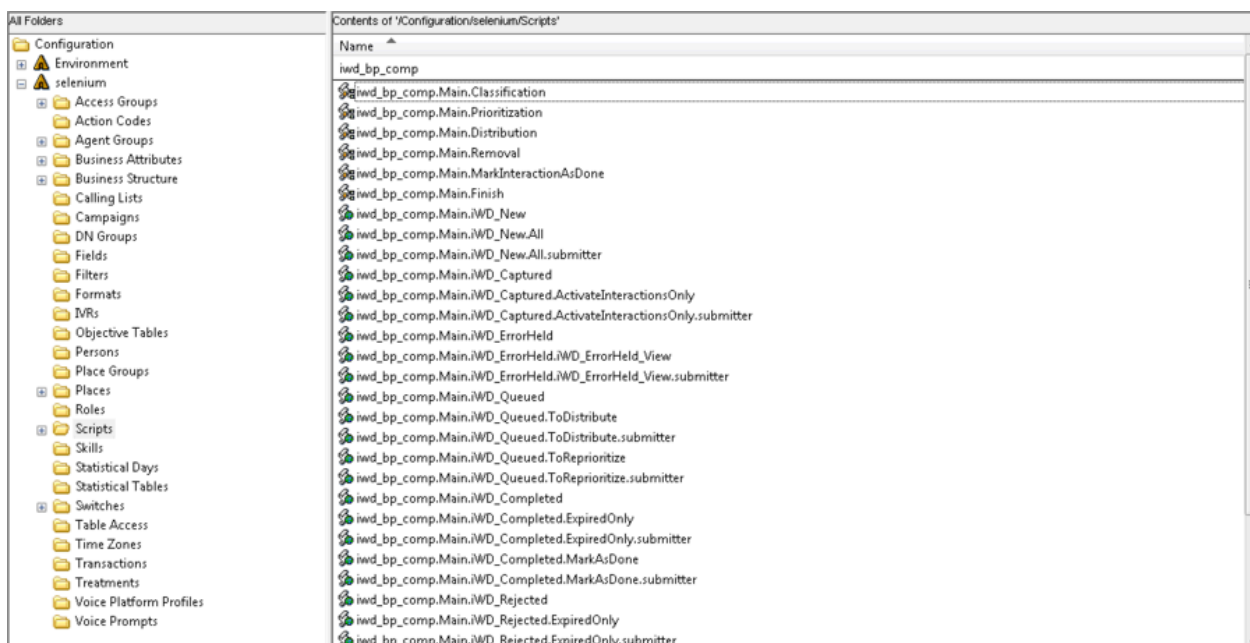- **<iWD Manager Installation Directory>/config/iwd_bp_comp**.

Prerequisites

Configure your Web Application Server by following the application server requirements guidelines **here** (new document).
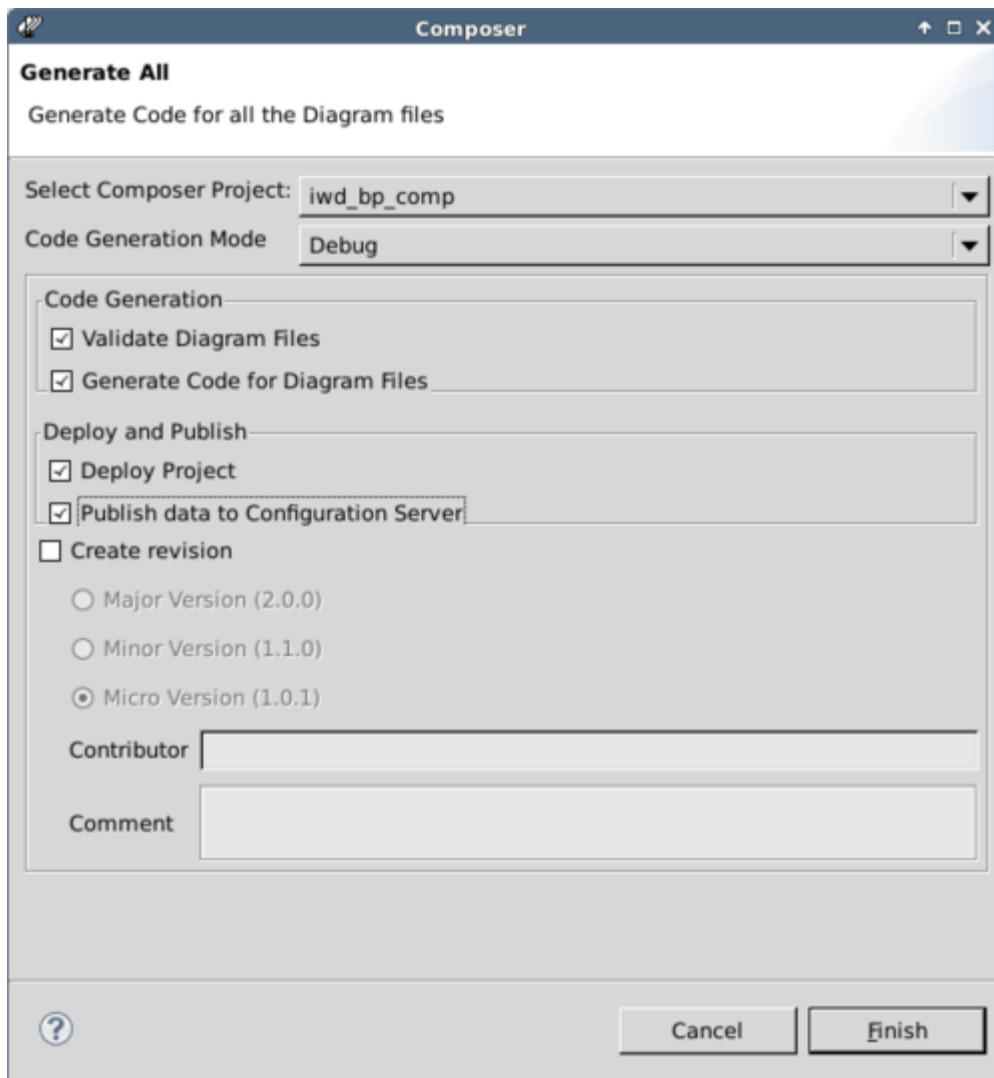
Procedure

1. Run Composer (or Eclipse with the Composer plug-in).
2. Switch to **Composer Design** or **Composer** perspective.
3. Select **File > Import > General -> Existing Project into Workspace**.
4. Select the **iwd_bp_comp** template and click Next.
5. Select the Project locale and click **Finish**.
6. Connect to Configuration Server.
7. Select the Tenant that will be used for the business process.
8. Publish the Composer configuration objects to Configuration Server. Do this by right-clicking on the **Interaction Processes/Main.ixnprocess** script, then clicking **Publish to Configuration Server**.
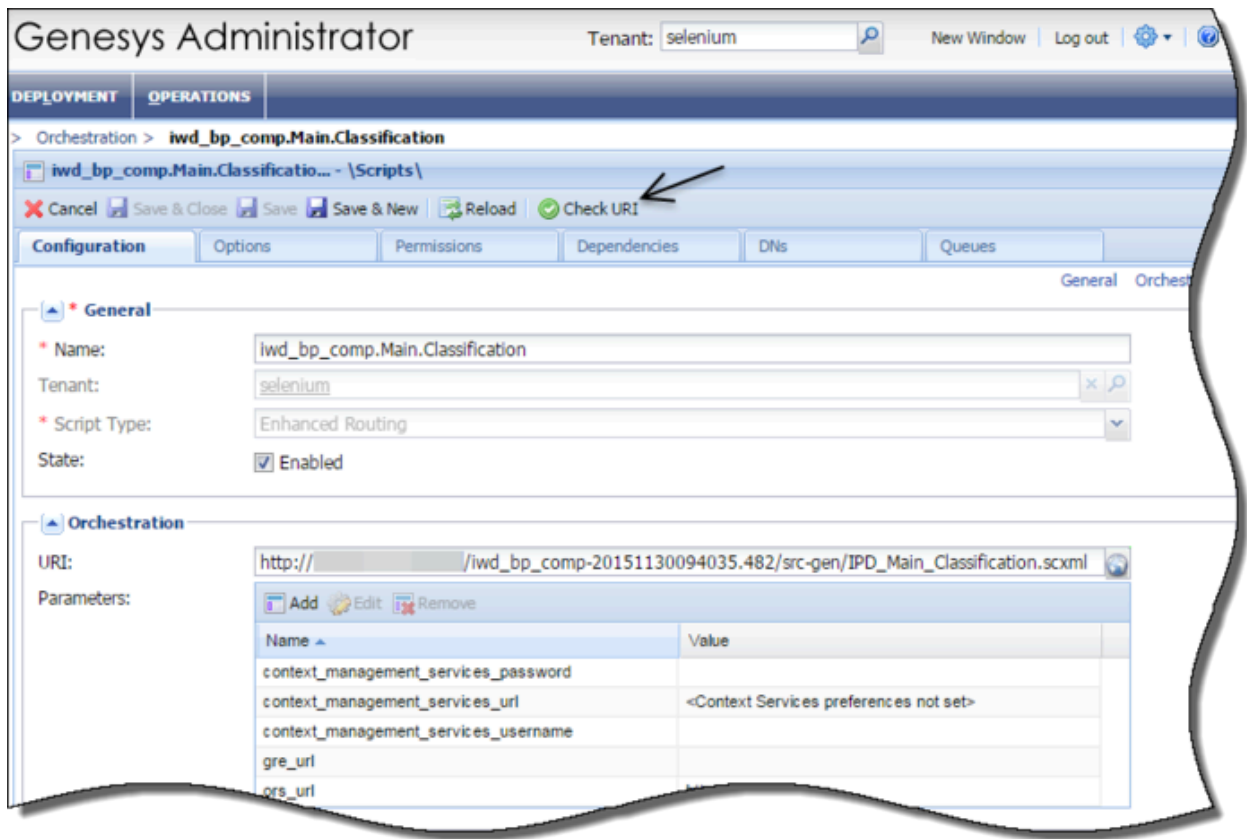

9. When the project is successfully published to Configuration Server the following objects will be created under the **<selected tenant> Scripts** folder on Configuration Server:

10. Composer can show warnings in Queue Interaction blocks. In these blocks select **Properties->Destination->Interaction Queue Name** even if it is already set and save changes.

11. Right-click the **iwd_bp_comp** project and click **Generate All** to display the **Generate All** dialog.

12. Check the **Deploy Project** and **Publish data to Configuration Server** checkboxes and click **Finish**. This deploys the **iwd_bp_comp** application to Tomcat and generates ***scxml** files that can be accessed via http.

13. To verify that the URL to the generated files is valid, log in to Genesys Administrator.

14. Navigate to **<*Used tenant*> -> Provisioning -> Routing/eServices -> Orchestration ->** iwd_bp_comp.Main.Classification.Classification.

15. Click **Check URI** to verify whether the Composer-generated URL is valid.