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iWD Deployment Guide

Configuring iWD Manually

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Important

iWD Setup Utility is not supported in iWD 9.0.

Procedure

1. Log in to GAX.
2. Go to **Administration > Installation Packages** and click **New**.
3. Check **Installation Package Upload (includes templates)** and click **Next**.
4. Click **Upload**, select the iWD Manager installation package and click **Finish**. Upload can take a few minutes. When it is completed you will see the uploaded iWD Manager installation package.
5. Go to **Configuration > Accounts > Capacity Rule** and create iwd_capacity_rule (that is, one interaction of any type) in the tenant's **Script** folder.
6. Go to **Configuration > Switching > Places** and create iwd_place for the iwd_admin user.
7. Go to **Configuration > Accounts > Persons** and create the iwd_admin user. In the iwd_admin user, set the **Default Place** to iwd_place and the **Capacity Rule** to iwd_capacity_rule.
8. Go to **Configuration > Accounts > Access Groups** and create the iwd_access_group. Add the iwd_admin user in the **Members** tab.
9. Go to **Configuration > Accounts > Agent Groups** and create the IWD agent group. Add the iwd_admin user to the **Agents** tab.
10. Go to **Configuration > Environment > Tenants** and in the **Permissions** tab assign Create, Read, Update, and Execute permissions to the iwd_access_group.
11. Go to **Configuration > Accounts > Roles** and create the iwd_role. In the **Assigned Privileges** tab, check all the required privileges from the iWD and CfgiWDManager groups. Then add role members (such as Persons or Access Groups) to the iwd_role.
12. Go to **Configuration > Environment > Scripts**. Check that "'iWD Manager'" folder exists (create if not) and all permissions for the **EVERYONE** access group are granted for this folder.
13. Go to **Configuration > Environment > Scripts**. Ensure that **Environment** tenant is selected. Using breadcrumbs, navigate to one level above, that is from **Home > Scripts > Scripts** to **Home > Scripts**. Create a new item with name **iWD Audit** by clicking **More** and then **New Configuration Unit**. Once saved, select it, and click **Edit**. Go to the **Permissions** tab, add **SYSTEM** user (the one that is chosen to **Login As** by the GAX application object) and grant the Create, Read, Execute, Delete, and Propagate permissions.
14. Go to **Configuration > Routing/Digital > Transactions** and create the Iwd_Package_List object. Set the **Name** and **Alias** to Iwd_Package_List. In the **Options** tab create:
 - a. A section called RulePackageList.

- b. A key called <Solution runtime id>, with the value <GRAT package name>. For multiple rule packages, specify each Package Name separated by a comma—for example; <GRAT package1>, <GRAT package2>, <GRAT package3>
 - c. A **Transaction Type** with the value list.
4. Go to **Configuration > Routing/Digital > Transactions** and create Iwd_Esp_List object. Set the **Name** and **Alias** to Iwd_Esp_List. In the **Options** tab create:
 - a. A section called GREServerList.
 - b. A key called <Solution runtime id> with the value <GRE application name>.
 - c. A **Transaction Type** with the value list.
4. (Optional) If UCS will be used, create:
 - a. A section called ContactServerList.
 - b. A key called <Solution runtime id> with the value <UCS application name>
3. Import the iWD Business Process using the procedures described [here](#).
4. Activate the **Classification, Prioritization, Distribution, Mark Interaction as Done** and **Removal** strategies.
5. Go to **Configuration > Switching > DNs > Switches > <multimedia switch> > DNs** and create a virtual queue called iWD. Set its **Number** and **Alias** to iWD and its **Routing Type** to Default.
6. Configure the iWD Stat Extensions:
 - a. Extract the iWD Stat Extensions IP to a temporary folder (such as iwdstatext).
 - b. Copy ./iwdstatext/java/ext/* to ../statserver/java/ext.
 - c. Copy ./iwdstatext/java/lib/* to ../statserver/java/lib.
 - d. The following table provides possible values of the Stat Server configuration options. All information regarding Stat Server options is described [here](#).

Important

When the Stat Adapter job is run, it rewrites the Stat Server options.

Section	Key	Value
statserver	enable-java	true
	java-libraries-dir	./java/lib
	java-extensions-dir	./java/ext
java-config	jvm-path	<jdk install dir>\jre\lib\amd64\server\libjvm.so for Linux/ UNIX <jdk install dir>\jre\lib\amd64\server\libjvm.dll for Windows
java-extensions	BPR_iWD_Extension.jar	true

Section	Key	Value
java-extensions-bpr-iwd	dimension-mapping-1	Virtual Queue
	java-extension	BPR_iWD_Extension.jar
	java-extension-jar	BPR_iWD_Extension.jar
	jdbc-driver-jar	See JDBC driver JAR information .
	jdbc-driver	See JDBC driver information .
	jdbc-url	See JDBC URL information .
	password	<iWD datamart password>
	refresh-interval	15
	service-id-1	STAT_1
	service-tenant-1	Resources
	user	<iWD datamart database user>
	verbose	debug
	virtual-queue-name-1	iWD_

5. Restart the Stat Servers.