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iWD Deployment Guide

Deployment Overview

12/22/2025

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Important

Genesys strongly recommends that you perform all installations manually and subsequently configure the applications using the Genesys Administrator Extension (GAX) and the iWD Plug-in for GAX.

Deployment of IWD consists of three main phases:

- **Installation phase**
- **System configuration phase**
- **Business logic configuration phase**