iWD GAX Plugin Help

iWD Genesys Administrator Extension Plug-in Help

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Main menu
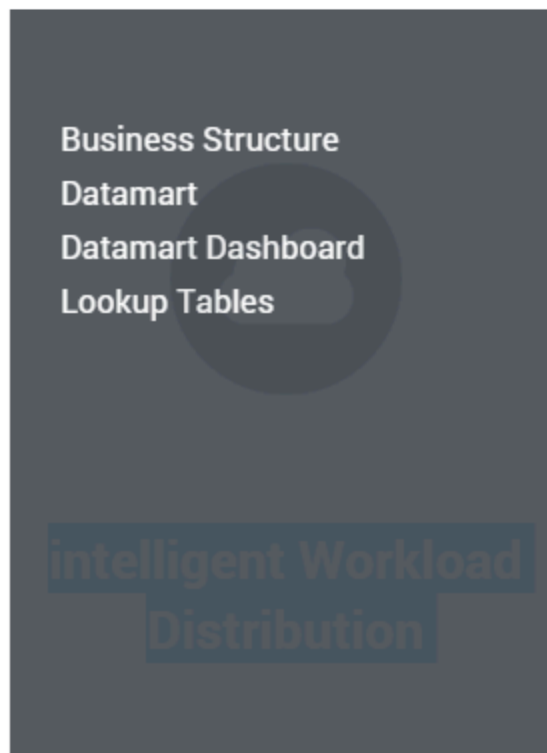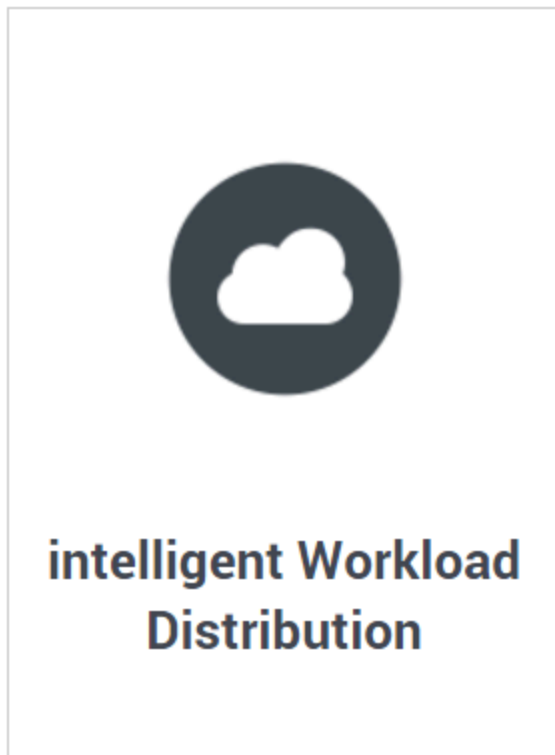
This is the iWD Genesys Administrator Extension (GAX) Plug-in Help. Here you can get help about:

- **Business Structure**—Solutions, Departments and Processes and their attributes and metrics.

- **Configuring an iWD Tenant in GAX**—iWD-specific tasks in GAX for configuring a Tenant.

- **Data Mart**—Configuration details, including Logging, Database, Stat Server, Schedules, Expirations, Tenant Attributes, Department Attributes, Process Attributes, Task Attributes and Dimension Mapping.

- **Data Mart Dashboard**—A real-time view of the status of iWD Services.

- **Lookup Tables**—Creating and modifying Lookup Tables.

- **Configuring iWD-specific Capture Points in GAX**—Configuring iWD Capture Points in GAX.