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Working with the iWD Business Process in IRD

Cloning the IRD iWDBP to Create New Business Processes

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Cloning the IRD iWDBP to Create New Business Processes

For details on exporting objects from and importing objects to IRD, see **Universal Routing 8.1 Business Process User's Guide**.

To clone an iWDBP in this way, you must have the Genesys Deployment Agent (GDA) running.

Cloning the iWD Business Process Using Configuration Manager

iWD allows you to create more than one iWD business process (or complete interaction workflows) in one tenant. For example, interactions from different media types can be handled by separate business processes.

To clone the IWDBP, the high-level process is as follows:

1. Export the existing BP to a file.
2. Rename the BP.
3. Rename queues, views, submitters and strategies in the configuration database.
4. Rename queues in strategies and the BP.
5. Restore the original business process.

A detailed procedure is below.

Warning

If this procedure is not executed correctly, the BP is likely to break or be inconsistent.

Preparation

1. Open the IWDBP in Interaction Routing Designer (IRD).
2. Export IWDBP to a file, for example, IWDBP_orig.wie.
3. Deactivate all the strategies in the IWDBP.
4. Change the name of the IWDBP (for example, IWDBP_custom).
5. Close IRD.

Renaming objects

1. Open Configuration Manager.
2. For the IWDBP object ([tenant]/Scripts/IWDBP):
 1. Change the name to the same name as in IRD.
 2. Change Annex/Namespace/Name to the same new name.
3. For all iWD queues (iWD_Canceled, iWD_Captured, iWD_Completed, iWD_ErrorHeld, iWD_New, iWD_Queued, iWD_Rejected):
 1. Rename the script (for example, iWD_Canceled_custom)
 2. Change **Annex > Namespace > Name** to the same new name.
 3. Change **Annex > Namespace > BusinessProcess** to the new BP name (for example, IWDBP_custom).
4. For all iWD views (with names starting with queue names, for example iWD_Canceled/Mark as Done):
 1. Rename the script consistently with the corresponding queue (iWD_Canceled_custom/Mark as Done).
 2. Change **Annex > View > Queue** to the new name of the corresponding queue (for example, iWD_Canceled_custom).
5. For all iWD strategies (Classification, Distribution, MarkInteractionAsDone, Prioritization, Removal) and subroutines (DetermineESPServerName, DetermineRulePackageName, CheckBusinessValueAndPriority):
 1. Rename the script (for example, Classification_custom).
 2. Change all queue and subroutine names in **Annex > CFGScript** (for example, name: 0, value: iWD_ErrorHeld_custom).
 3. Change all subroutine names in **Annex > Subroutines** (for example, name: 0, value: DetermineESPServerName_custom).
4. For all iWD submitters (with names starting with iWD views):
 1. Rename the script (iWD_Canceled_custom/Mark as Done/-/MarkInteractionAsDone_custom).
 2. Change **Annex > Submitter > Strategy** consistently with the corresponding strategy (for example, MarkInteractionAsDone_custom).
 3. Change **Annex > Submitter > View** consistently with the corresponding view (for example, iWD_Canceled_custom/Mark as Done).
5. For the BPscript:
 1. Change all the iWD queues in **Annex > Queues** to the new names.
 2. Change all the iWD strategies in **Annex > Strategies** to the new names.
 3. Change all the iWD submitters in **Annex > Submitters** to the new names.
 4. Change all the iWD views in **Annex > Views** to the new names.

Modifying iWD Routing Strategies

1. For all iWD routing strategies:
 1. Open the strategy in IRD.
 2. For all **Call subroutine properties** objects edit the Subroutine name property and set it to the

appropriate new subroutine name. Remember to properly set Input parameters and Output parameters.

3. For all **Queue Interaction** objects edit the Interaction Queue property and set it to the appropriate new queue name.
4. (Distribution strategy only) For all **Route Interaction** objects edit the Interaction Queue/Queue for Existing Interaction/Queues property and set it to the new name for the iWD_Completed queue (that is, iWD_Completed_custom).
5. Save the strategy using the new strategy name. Choose the original **RBN File Path** where the BP was imported.
2. Save all iWD subroutines using the new subroutine name. Choose original **RBN File Path** where the BP was imported.
3. Save the BP.

Restoring the original business process

1. In IRD import the previously exported file (IWDBP_orig.wie).
2. Activate the strategies in both business processes.

Important

Subroutines can be shared between business processes until there is a need to change them separately.

Additional Configuration

Interaction Queues

iWD recognizes seven interaction queues. By default they are created by the standard iWD business process (IWDBP) and have the following names in the iWD Business Process for IRD:

- iWD_New
- iWD_Captured
- iWD_Queued
- iWD_Completed
- iWD_Rejected
- iWD_Canceled
- iWD_ErrorHeld

If there is more than one business process, customized queues must be configured for each solution

in the iWD GAX Plug-in. The set of allowed queues is taken from all defined business processes. The names of the chosen queues will then be used by both iWD Manager and iWD Data Mart instead of the default ones.

Adding Custom Queue Names to Interaction Server

You must also ensure that the names of all customized queues for completed tasks are added to the list of queue names in Interaction Server in the **completed-queues** option.

Open the Business Structure and navigate to the Solution in the iWD GAX Plug-in and complete the **iWD-related Interaction Custom Properties**.

Filters

Pre-defined filters on the Global Task List have explicit queue names in their conditions. When custom queues are defined, it is necessary to update filters' criteria with generic queue names instead of explicit ones. For example, the filter criterion Queue is iWD_Completed or Queue is iwd_bp_comp.Main.iWD_Completed should be changed to Queue is Completed. After such a change the filter will work correctly in all solutions with defined custom queues for completed tasks.

The following filter criteria support generic queue names:

- Queue is '{queue}',
- Queue is not '{queue}'.

When you choose one of these criteria in the **Filters** page of iWD Manager, a drop-down list appears in place of '{queue}'. There are seven generic queue names available on the list:

- Canceled
- Captured
- Completed
- ErrorHeld
- New
- Queued
- Rejected

and a special value, "(Custom...)". When "(Custom...)" is selected, an edit box appears that allows you to write an explicit queue name.

Integrated Capture Points

Integrated Capture Points' options must be set accordingly so that they can put new or modified interactions in the correct interaction queues. When an integrated Capture Point is connected with an

iWD solution, its options are automatically synchronized with the solution. The following options are updated in Capture Points to work with a customized iWD business process:

JMS Capture Point and File Capture Point

- inbound-transformer-parameters
 - CancelQueues
 - CompleteQueues
 - RestartQueues
- outbound-transformer-parameters
 - CancelQueues
 - CompleteQueues
 - ErrorHeldQueues
 - RejectQueues
 - RestartQueues

Web Service Capture Point and Database Capture Point

- iwd-parameters
 - CancelQueues
 - CompleteQueues
 - ErrorHeldQueues
 - RejectQueues
 - RestartQueues

All Capture Points

- default-values
 - Queue

The following mapping between configured queues and Capture Points' options is maintained.

| Capture Point Option | iWD Solution's Queue | Default Value in IRD |
|----------------------|----------------------|----------------------|
| default-values/Queue | New | iWD_New |
| RestartQueues | New | iWD_New |
| CompleteQueues | Completed | iWD_Completed |
| RejectQueues | Rejected | iWD_Rejected |
| CancelQueues | Canceled | iWD_Canceled |

| Capture Point Option | iWD Solution's Queue | Default Value in IRD |
|----------------------|----------------------|----------------------|
| ErrorHeldQueues | Error Held | iWD_ErrorHeld |

The options are updated whenever a user changes any of the queues in the iWD Solution configuration in GAX. They are also modified when a user changes the assigned Solution in the Capture Point's configuration in GAX. If no Solution has been assigned to the Capture Point, the queue options can be set manually.