GENESYS™

iWD Deployment Guide

Interaction Server Configuration

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Interaction Server Configuration

iWD 9.0 supports single Interaction Servers or clusters via a cluster proxy.

Single Interaction Server

Preparation steps

Existing Deployments

If you are an existing eServices customer, and Interaction Server and its databases are already installed and configured for your environment, please check the items in the *iWD-Specific Configuration* section, then you can proceed with installation of other iWD components.

New Deployments

Please install Interaction Server by using the procedures in the eServices Deployment Guide.

A Multimedia Switching Office and Multimedia Switch must be created in Genesys Configuration Database, to support Stat Server and URS operations. Refer to the eServices Deployment Guide for more details on these topics.

iWD-specific configuration

Interaction Server database configuration

If you use PostgreSQL DBMS for Interaction Server, make sure parameter **STANDARD_CONFORMING_STRINGS** is turned ON for the Interaction Server database. To change this parameter without affecting the rest of your database server you can set it directly for the user by which Interaction Server accesses its database. Here is an example SQL command:

```
ALTER USER <ixn_db_user> SET STANDARD_CONFORMING_STRINGS TO ON;
```

where *<ixn_db_user>* is the user that is configured in Interaction Server's DAP configuration object.

Configuring the JDBC connection link

For automatic update procedures to be carried out by iWD Plugin for GAX, you must provide the JDBC connection URL to the Interaction Server database by following these steps:

1. Using GAX, open Interaction Server's DAP configuration object.
2. Open the **Application Options** tab.
3. Create a new option: **jdbc / url / <IXN_RDBMS-specific-JDBC-URL>**

completed-queues

There is a specific Interaction Server configuration option named completed-queues that specifies a list of queues for completed interactions. When an interaction is placed into one of these queues, the **CompletedAt** timestamp is set for that interaction. This is also the timestamp that will be used to calculate the **Age** of the interaction that is displayed on the Global Task List. This option, if it is not already present, will be added for you automatically by using the **Configure Ixn Custom Properties** feature (formerly in iWD Manager but moved to the iWD Plug-in for GAX from release 9.0). However, this will only add the **iWD_Completed** queue to the option. You might want to add other queues to this option, based on how you want this **Age** to be calculated. For example:

- When using the iWDBP for IRD you may wish to set it to: `iWD_Completed, iWD_Canceled, iWD_Rejected`

- When using the iWDBP for Composer you may wish to set it to: `iwd_bp_comp.Main.iWD_Completed, iwd_bp_comp.Main.iWD_Canceled, iwd_bp_comp.Main.iWD_Rejected`

- Section: **[settings]**

- Option name: **completed-queues**

- Valid Values: Comma-separated list of queue names

enable-revoke-from-agent

From Interaction Server 8.1.2, a configuration option, enable-revoke-from-agent has been provided to support enhancements to task management in the Global Task List. Specifically, this option allows an Assigned interaction to be revoked from an employee desktop when the interaction is put on hold, canceled, or completed, from the Global Task List or through an integrated capture point.

Interaction Server Clusters

iWD 9.0 supports connection to one of the following:

- Interaction Server (as described in previous section Single Interaction Server)
- Interaction Server Proxy
- Interaction Server Proxy cluster

Important
Direct connection to an Interaction Server cluster is not supported. Use Interaction Server Proxy to add a connection to the Interaction Server cluster.

This support requires minimum versions of 8.5.106.x of Interaction Server and 8.5.107.x of Interaction Server Proxy.

Deployment of Interaction Server Proxies, Interaction Server clusters and Interaction Server Proxy

clusters is described in the eServices Deployment Guide.

When a Tenant for an iWD Solution is created (see Creating the Tenant) add a connection to this new Tenant from any newly created Interaction Servers, Interaction Server Proxies and Interaction Server Proxy clusters.