

## **GENESYS**

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## iWD Deployment Guide

**Deployment Overview** 

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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