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iWD Manager Help

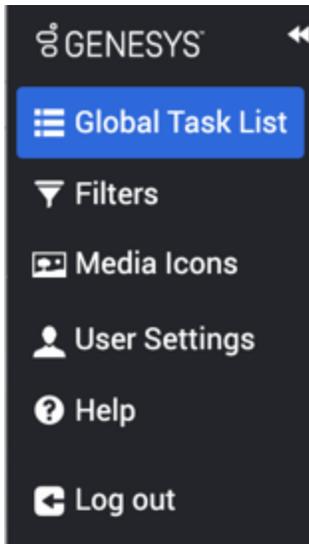
intelligent Workload Distribution 9.0.0

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iWD Manager Help

Main menu



iWD Manager lets you monitor and manage tasks in the iWD Global Task List (GTL), and do some administration tasks.

Static items

The **User Settings** item always appears. This lets you manage your account settings for iWD Manager, such as time zone and date/time format.

Dynamic items

The display of other items depends on the privileges assigned to the user for any given Tenant:

- **Global Task List**—Monitor and manage tasks while they are being processed by iWD.
- **Filters**—Manage and create filters for controlling the content of the GTL display.
- **Media Icons**—Import, export and configure media icons that are used for visual identification of media types.

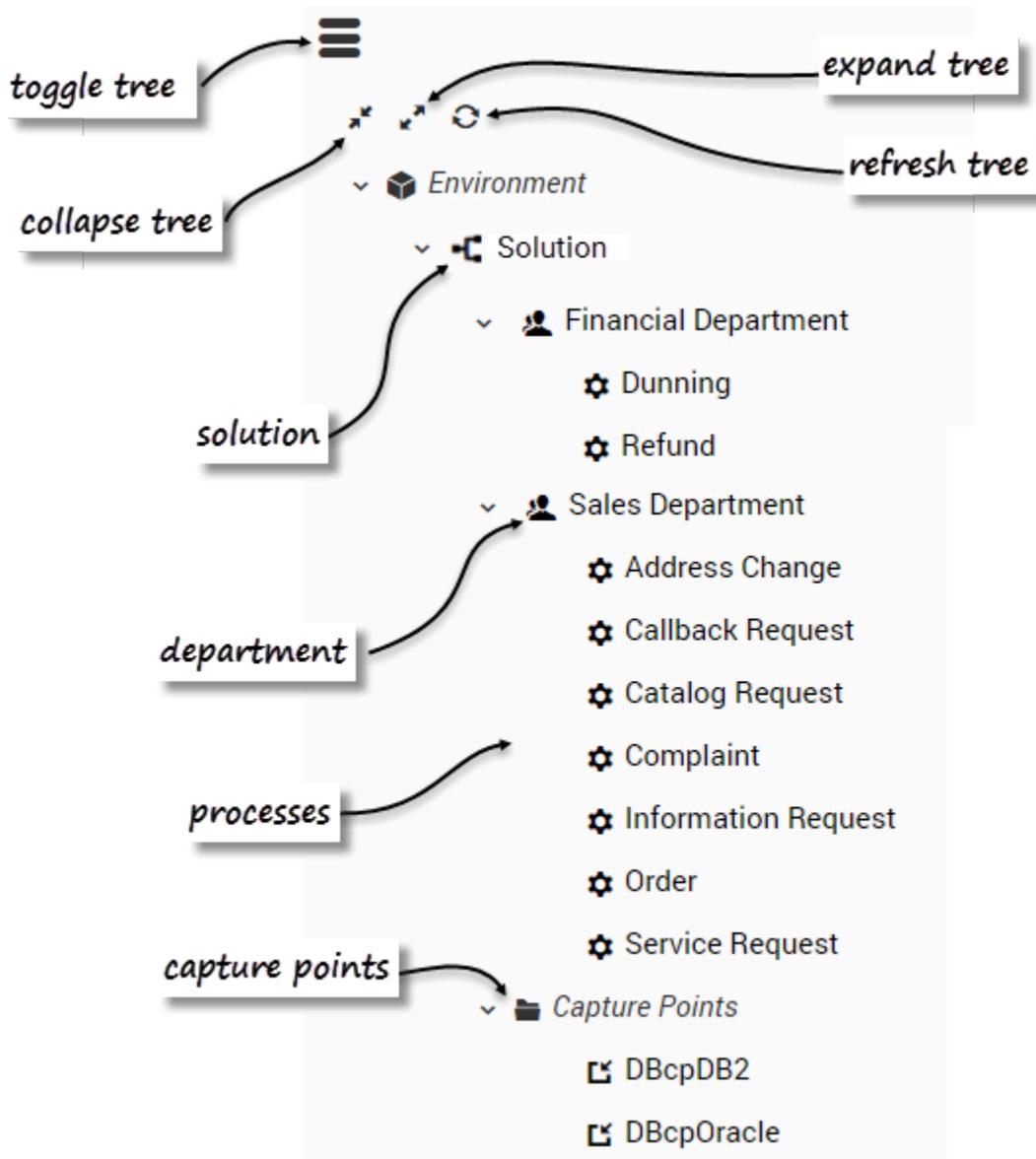
Environment-specific items

Where iWD Web or Genesys Rules System are configured for your environment, you might also see links to iWD Web and Genesys Rules Authoring Tool (GRAT).

Global Task List

Click the graphics to enlarge them.

Navigation tree



The GTL navigation tree allows you to view a current list of tasks for a number of business contexts:

- Solution
- Department
- Process
- Capture Point

All of the available contexts are displayed in the navigation tree, which you can expand, collapse, and hide. When a context is selected, the corresponding list of tasks is displayed in the GTL.

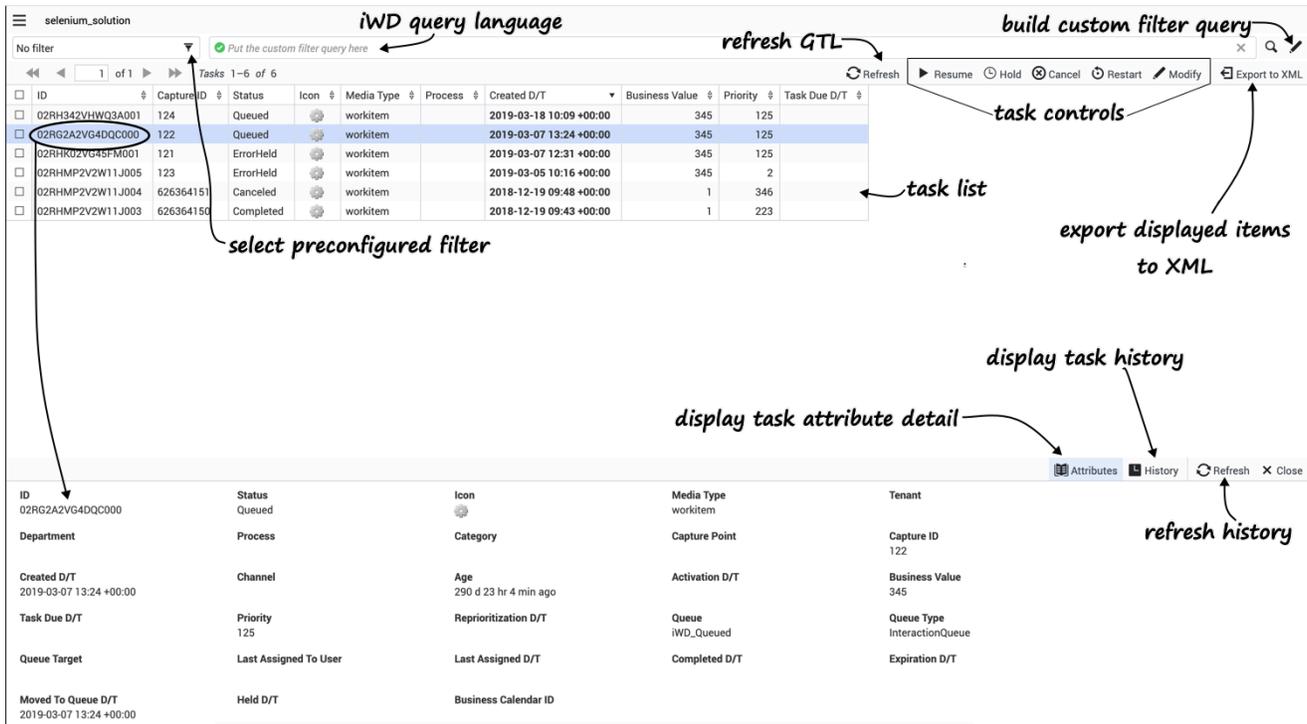
Important

Tenants might be removed from the business structure tree in some situations:

- When a tenant is alone or there is a path of single tenants.
- When a tenant in the tree has no solution and its children have no solution.
- When a tenant has no solution, has a single child tenant and the child tenant has solutions—in this case the child replaces the parent tenant.
- When the user has no privileges to the GTL in a given tenant, the tenant together with its content is not visible.

So, it is possible to have a scenario in which the Business Structure tree has one or more solutions as root nodes.

Overview



The Global Task List (GTL) displays:

- A list of tasks for the selected business context (Solution, Department, Process and Capture Point).
- Task attribute detail and history
- Task management controls
- Filters that you can choose to control what is displayed

A task is selected if the first column of the task row in the list is checked. To select/deselect all tasks in the list, click the first column in the table header. If no task is checked, but task details are opened for some task, this task is also considered to be selected. If there is only one task in the GTL, its details are displayed automatically.

Changing the display

- **Refresh**—Refreshes the Global Task List.
- **Click task row**—Displays task or history details, depending on earlier selections. The selected row is marked.
- **Tooltips**—Displays the whole value in a tooltip when you hover the mouse over the value in any column of the GTL.

Using filters

- Select a filter—Select a preconfigured filter from the drop-down menu to refine the GTL and displayed columns. For more information on preconfiguring filters, see **Filters**. If you have Default Filter set in User Settings, it will appear as selected upon navigation into the particular Business Context, if it is available in the Tenant.
- Custom filter query—You can build a custom filter by adding attributes into the custom query filter field. A custom filter lets you further narrow down the tasks that are listed in the GTL. All the task's core and extended attributes are available (except for computed ones like Status or Age and queue-related ones like Queue Target and Queue Type). Executed custom filters can be saved in bookmarks or shared as a hyperlink.

To build a custom filter, click  and select attributes from the display panel. The build button is enabled when a custom filter:

- is empty
- contains an expression with an EQUALS operator
- contains expressions with an EQUALS operator and the expressions are joined by an AND operator.

To write your own custom filter query, read this topic about the **iWD Query Language**.

To apply the filter to the current display, click .

There is a query indicator on the left side of the custom filter input:

	Appears on empty input or valid query.
	Indicates the text typing process
	Appears when query is invalid

A validation check starts when the typing process ends and may not appear immediately. To enforce validation click Enter. If a query is invalid, the error is underlined and an explanatory message is displayed.

 Created Date > 2012-11-4

Value for date attribute should be in 'YYYY-MM-DD' format

Sorting the display columns

Click a column name to sort the column into either ascending or descending order. When you sort columns in this way, the sorting is applied to the whole view, not just to the first (or visible) page. The following exceptions apply:

- Some core fields like Status and Queue-related—Not sortable.
- Process—Sorted not by name but by process_id.
- Department—Sorted not by name but by department_id.
- Capture Point—Sorted not by name but by capture_point_id.

Displaying task attributes

Attributes are broken down into three sections:

- Top—Core task attributes.
- Middle—Extended task attributes. These are displayed only when the task has extended attributes.
- Bottom—Custom task attributes. (These attributes can be filtered by an administrator via the **GAX -> Configuration -> Intelligent Workload Distribution -> Business Structure -> <Tenant> -> <Solution Name> -> Interaction Server Settings -> Attribute Filter Include/Attribute Filter Exclude** menu options.)

User-friendly, on-screen labels for custom attributes must be configured by administrators.

You can view the offset from the current time for attributes that display a timestamp, such as **Task Due D/T**, by moving the mouse cursor on top of the attribute. The offset is displayed in a tooltip.

You can also hover your mouse over a task attribute and view the whole value of the task attribute as a tooltip (length of the text permitting).

If a crossed-out runtime ID is displayed, this can mean one of the following:

- The field is not empty but the value kept there is not recognized by GTL.
- The configuration object has been removed.
- Your system might be misconfigured.

For more information about configuring and working with Task Attributes, click [here](#) (new document).

Displaying task history

You can view Task History by clicking the **History** tab in the GTL view. It displays all the task attributes' values and the task history events.

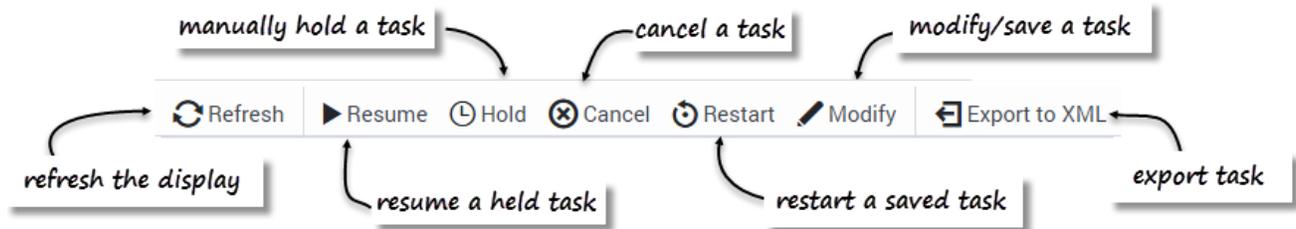
Global Task List

Attribute/Action	Event	Description
Date/Time		The date/time when the event occurred.
Actor		Shows who triggered the event. This is empty for iWD system-triggered events.
Event Code	NEW	Task has just been created.
	CLASSIFY_START	Task classification has started.
	CLASSIFY	Task classification has finished.
	PRIORITIZE_START	Task initial prioritization has started.
	PRIORITIZE	Task initial prioritization has finished.
	HOLD	Task is held. This can be triggered by the task source system or by the user with the task Hold operation (see Hold Tasks in the Task Operations tab).
	RESUME	Task is resumed from the held state. This can be triggered by the task source system or by the user with the task Resume operation (see Resume Tasks in the Task Operations tab).
	REJECT	Task was rejected. Either the department or the process to which the task was associated is expired or not yet active.
	ERROR	A processing error has occurred, and the task was held for that reason.

Global Task List

Attribute/Action	Event	Description
	UPDATE	Task attributes are updated. This can be triggered by a task source system or based on updates to a task's attached data from a routing strategy or Genesys Interaction Server client such as an agent or knowledge worker's desktop application.
	UPDATE_COMPLETE	Task attributes are updated after a task is completed.
	ASSIGN	Task is assigned to an agent.
	FINISH	Agent has finished working on the task.
	FINISH_RETURN	Agent has returned the task to queue.
	STOPPED	That task has stopped (removed from database).
	COMPLETE	Task is completed
	QUEUE	The task is queued.
	DISTRIBUTE_QUEUE	The task is put into a queue.
	DISTRIBUTE_WORKBIN	The task is put into a workbin.
	REPRIORITIZE	Task reprioritization has finished.
Event		A formatted description of the event.

Task controls



You can override the task-handling logic for an individual task or selection of tasks by using the control buttons at the top right of the GTL window. Select one or more tasks to activate the controls. Re-sizing the browser might cause buttons to drop from the display one by one, starting from the right. If this happens, the **More** button displays automatically to the right of the panel—click the **More** button to display a dropdown panel showing the hidden buttons.

Refresh

Click to refresh the display.

Resume

The **Resume** operation resumes processing of a held task. Only held tasks can be resumed.

Hold

The **Hold** operation holds the selected task. When a task is held, it will not be reprioritized or distributed, but it can be canceled, updated, restarted or resumed.

Cancel

The **Cancel** operation permanently cancels processing of the selected task. A task cannot be canceled if it has been completed, canceled, or rejected. A task can be canceled if it is already in an Assigned state.

Restart

The **Restart** operation restarts a task. If the task is restarted, its status is set to New, and it is classified and prioritized again in the same way as a new task.

Modify

The Modify Tasks operation allows an update of a number of task attributes and, optionally a restart of the task. An attribute will be updated only if a value of the corresponding field has changed.

Important

If the **Priority** attribute is modified through the GTL while the task (interaction) is in the **Target** block of the Distribution strategy waiting to be routed to an agent, the internal queue in Universal Routing Server (URS) will take this new priority into account.

Save and Restart

Example: A task is assigned to a Process, but that Process has a start date that is in the future. In this scenario, the task is placed into the `iWD_Rejected` queue (IRD) or the `iwd_bp_comp.Main.iWD_Rejected` queue (Composer). In order to re-initiate processing of this task once the start date of the Process has been reached, you must perform a **Save & Restart** in the GTL. Processing of the task will not re-initiate automatically.

1. Select one or more tasks in the GTL and click the **Modify** button.
2. At the bottom of the screen, click **Save & Restart**. You do not have to modify any attributes. The result is that the interaction (task) will be placed back into the **New** state and into a suitable queue in the iWD business process.

This **Save & Restart** action might be taken if the task is in the **Rejected** status, or potentially for other business reasons where the task should be treated as if it has just been captured.

Export to XML

The **Export to XML** operation exports all selected tasks from the GTL to an XML file. The XML file will contain all of the available attributes for each task in the standard iWD format.

Once it has been exported, a task from an XML file can be imported into a third-party application (such as Microsoft Office Excel) for further analysis and processing.

Remember that all attribute data (name, for example) are in iWD format. An export file cannot be used directly for input to an Interaction Server XML Capture Point input unless it has some transformation mechanism enabled.

Related Links

- [Filters](#)
- [Media Icons](#)
- [Account Settings](#)

Search for tasks using iWD Query Language

Introduction

The iWD Query Language (QL) provides a flexible means for narrowing down the interactions presented in the Global Task List (GTL), with a number of operators including comparison and logical ones. It is a subset of Structured Query Language.

Constructing iWD QL queries

A simple query in QL (also known as a 'clause') consists of 3 parts, one following another: field, operator and value. Each of them is described on this page. Here's an example query:

```
Department = 'TEST'
```

This query will find all tasks in the TEST department. It uses the Department field, the EQUALS operator, and the value TEST.

Clauses can be combined by AND and OR operators and can be wrapped with round brackets. You can use brackets in complex iWD QL statements to enforce the precedence of operators.

For example, to find all tasks from either the Finance Department or with media type email and, from that selection, all tasks that have Business Value more than 100, use the following query:

```
(Department = 'Finance' OR Media Type = 'e-mail') AND Business Value > 100
```

Fields

All tasks in the system have attributes and most of them can be used for filtering using iWD QL. The easiest way to find available attributes and their names is by accessing the **Build custom filter** menu by pressing the  button. You can also use the column names displayed in the GTL.

Operators

Task attributes contain data of specific types: String, Number or Date. Depending on the data type, only a specific set of operators is supported in query clauses, as shown below:

Type	Supported Operator
Number/Date	=, !=, >, >=, <, <=
String	=, !=, LIKE

EQUALS: =

The = operator is used to search for tasks where the value of the specified field exactly matches the value provided.

Important

String values should be wrapped in single quotes.

To find tasks where the value of a specified field exactly matches multiple values, use the IN LIST operator.

Example:

Find all tasks in the "TEST" department:

```
Department = 'TEST'
```

NOT EQUALS: !=

The != operator is used to search for tasks where the value of the specified field does not match the specified value.

Example:

Find all tasks that are not in the "TEST" department"

```
Department != 'TEST'
```

GREATER (LESS) THAN (OR EQUAL): >, >=, <, <=

The > (greater than) operator is used to search for tasks where the value of the specified field is greater than the specified value. The >= (greater than or equal to) does the same as > but also includes tasks whose value is equal to the one specified.

The < and <= operators ('less than' and 'less than or equal to' respectively) are the opposite of 'greater than' operators—they search for tasks whose value for the specified field is less than (or equal) to the specified value.

Important

Greater than and less than operators cannot be used with text values.

Examples:

Find all tasks where field Priority is more than 40 (exclusive) and less than 45 (inclusive): that is, tasks with priority being any of the following: 41, 42, 43, 44 and 45.

```
Priority > 40 AND Priority <= 45
```

Find all tasks where field Business Value more than or equal to 100 (inclusive) and less than 105 (exclusive): that is, tasks with Business Value being any of the following: 100, 101, 102, 103 and 104.

```
Business Value >= 100 AND Business Value < 105
```

LIKE: like

Determines whether a specific character string matches a specified pattern. A pattern can include regular characters and wildcard characters. During pattern matching, regular characters must exactly match the characters specified in the character string. However, wildcard characters can be matched with arbitrary fragments of the character string. Using wildcard characters makes the LIKE operator more flexible than using the = and != string comparison operators.

Important

The LIKE operator cannot be used with integer and date fields.

IN LIST: in

The in operator is used to search for tasks where the value of the specified field exactly matches one in the provided list.

Important

The IN operator cannot be used with date fields.

Examples

Find all tasks in departments TEST and OTHER_DEPARTMENT:

```
`Department in ('TEST', 'OTHER_DEPARTMENT')`
```

Find all tasks with priority either 100 or 200:

```
`Priority in (100, 200)`
```

Special characters

Wildcard characters

Character	Description
%	Any string with zero or more characters
_	Any single character search

Examples

Find all tasks in "TEST" Department:

```
`Department like 'TEST'`
```

Find all tasks where Department starts with "TEST":

```
`Department like 'TEST%'`
```

Find all tasks where Department ends with "TEST":

```
`Department like '%TEST'`
```

Find all tasks where Department contains "TEST":

```
`Department like '%TEST%'`
```

Find all tasks where Department starting with T, ending with 'T' and contains two any characters between them:

```
`Department like 'T__T'`
```

Reserved characters

The following characters are forbidden in string values: |, \, ?,], }, {, [, ", `.

Important

You can still use the \ symbol in order to escape wildcard characters % and _ to use them literally.

Here's an example of valid backslash use:

```
Department like '%TEST\%20'
```

This query will find all tasks where the Department ends with TEST%20. The same goes for the _ symbol.

If tasks contain any forbidden characters, you can use the single character wildcard '_' to omit their

explicit presence in the iWD QL query.

Working with dates

Absolute dates

iWD QL allows searching by date. You can search for tasks that were created on, before, or after a particular date (or date range). The date value must be written in the following format: 'YYYY-MM-DD', where YYYY is a full year, MM is a month with leading zero, and DD is a date with leading zero. Wrapping date values in quotation marks is not needed.

Examples:

Find all tasks where Task Due D/T is 31 Dec 2019:

```
Task Due D/T = 2019-12-31
```

Find all tasks where Task Due D/T is 31 Dec 2019 OR ask Due D/T is 1 Jan 2019:

```
Task Due D/T = 2019-12-31 OR Task Due D/T = 2019-01-01
```

Find all tasks where Task Due D/T between two dates 31 Dec 2019 and 1 Jan 2019:

```
Task Due D/T >= 2019-01-01 AND Task Due D/T <= 2019-12-31
```

Relative dates

You can specify a date relative to the current time. For example, you want to find all tasks with "Task Due D/T" in next 7 days:

```
Task Due D/T > 0d AND Task Due D/T < 7d
```

Assuming that today is 2019-12-12-23 16:23:34, the query above will find all tasks between now and 2019-12-21-30 16:23:34.

The following example will find all tasks with "Task Due D/T" in the previous 7 days:

```
Task Due D/T < 0d AND Task Due D/T > -7d
```

Supported relative values

Letter	Description	Example
y	year	Date > 1y
m	month	Date > 1m
d	day	Date > 1d
h	hour	Date > 1h

Relative values can be combined with each other. For example:

Task Due D/T > -3h8d2m1y

Values can be placed in any order. For example, "3h1m" does the same as "1m3h".

A zero value will do nothing. For example:

Task Due D/T > 0d

will find all tasks where "Task Due D/T" is past the current time.

Date shortcuts

iWD QL offers several date shortcuts (see table below) to use for quicker task filtering.

Shortcut	Applied value (assumed today = 2020-03-31)	Description
Today	2020-03-31	Today's date
Yesterday	2020-03-30	Today's date - 1 day
Tomorrow	2020-04-01	Today's date + 1 day
Next 7 days	7d	If applied with '>', finds all tasks later than 2020 April 6. If applied with '<', finds all tasks earlier than 2020 April 6.
Last 7 days	-7d	If applied with '>', finds all tasks later than 2020 March 24. If applied with '<', finds all tasks earlier than 2020 March 24.
This month	1m	If applied with '>', finds all tasks later than 2020 April 30. If applied with '<', finds all tasks earlier than 2020 April 30.
Last month	-1m	If applied with '>', finds all tasks later than 2020 February 29. If applied with '<', finds all tasks earlier than 2020 February 29.

Important

If the day of the month on the original date is greater than the number of days in the final month, the day of the month will change to the last day in the final month.

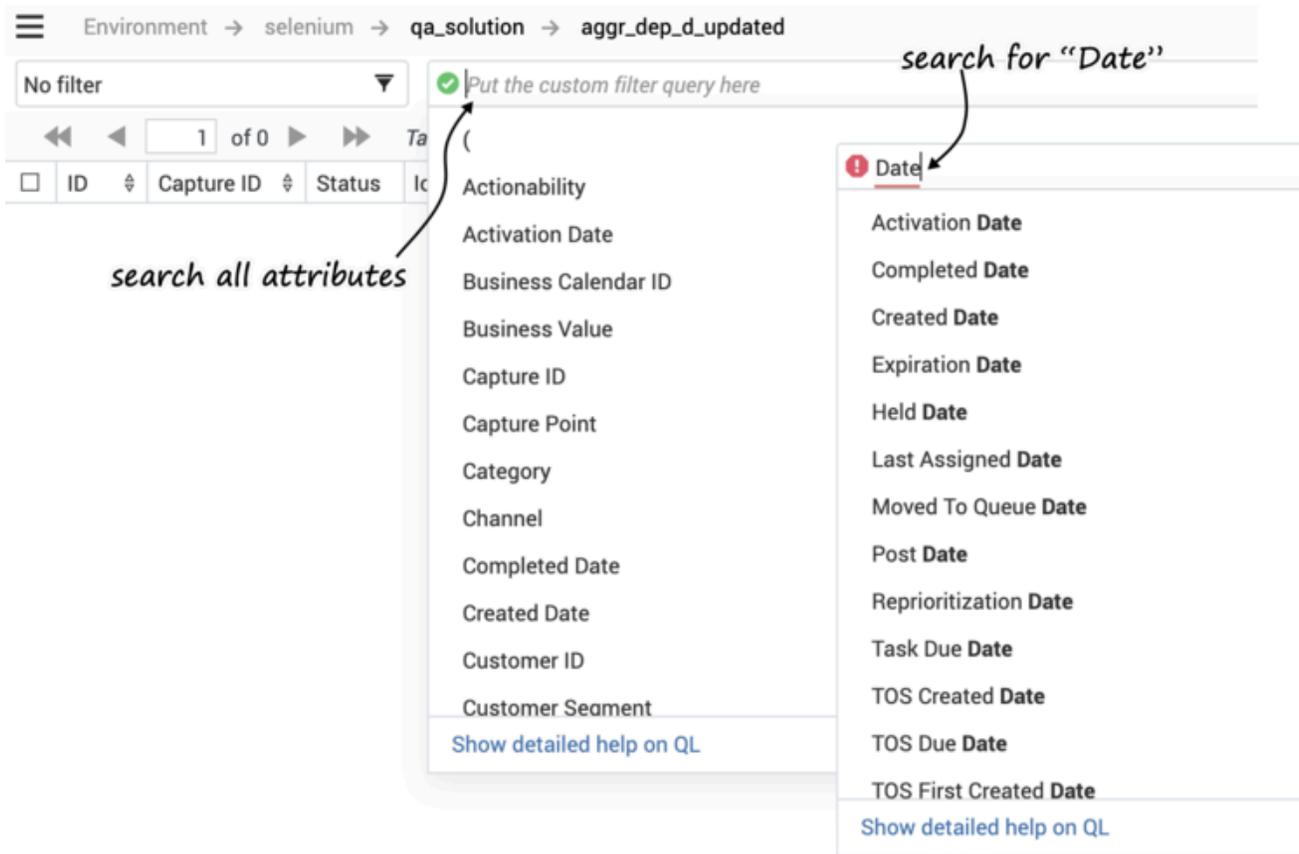
Autosuggest

The iWD Query Language provides suggestions to complete user inputs in several clicks for easier and faster use. This feature checks which entity should be added next and shows available variants in the list. Click on one of the variants to add it to the query.

The autosuggest mechanism works in cases of error or empty input and allows you to make corrections in a single click. It also supports keyboard navigation by using Up and Down arrows in the suggestion list. Press on Enter to apply a selected value. Click on the outside of the Autosuggest panel to hide it.

Fields

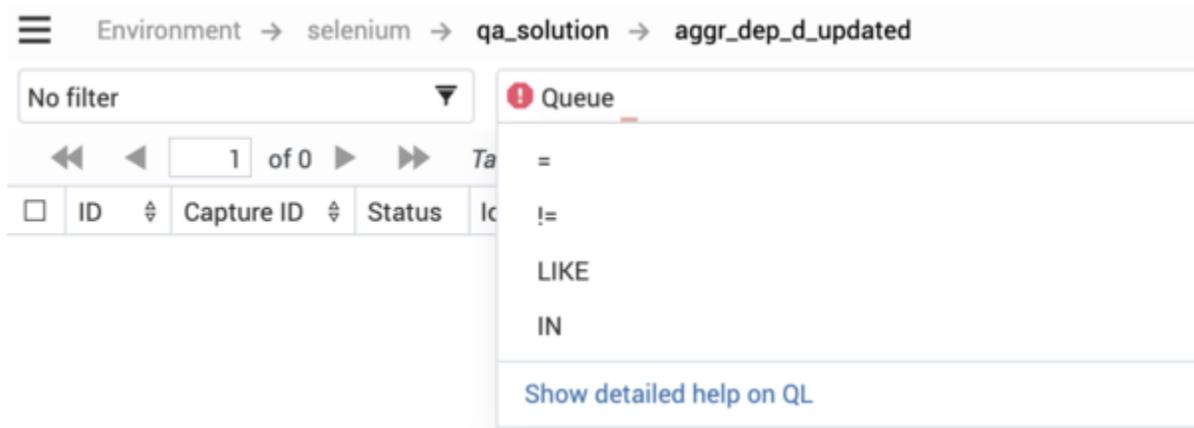
Attributes available for filtering are suggested at the start or after AND and OR operators. To reduce the number of suggestions, type a few characters from the desired attribute. Click on a suggested attribute to place it into iWD QL Input.



Operators

The autosuggest mechanism provides suggestions depending on which operators are supported by the attribute you enter. Click on a suggested operator to place it into iWD QL Input. For example, the

LIKE operator will not be suggested for Integer and Date attributes while the **IN LIST** operator will not be suggested for Date attributes.

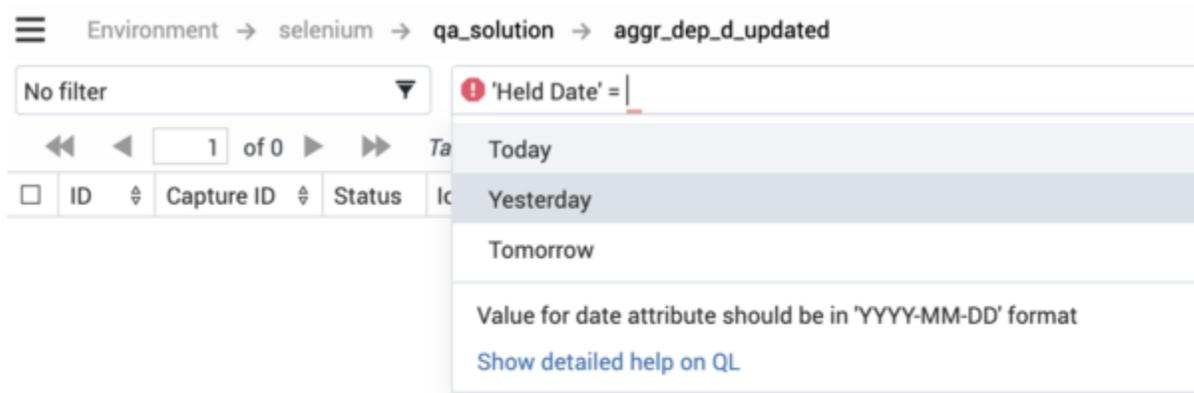


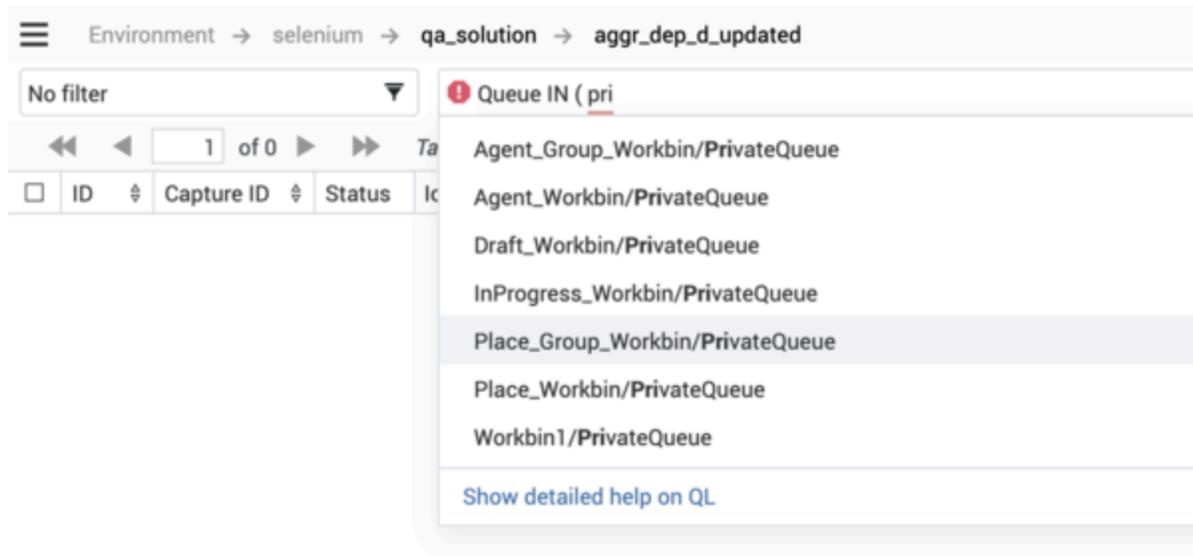
Values

With string attributes, the autosuggest mechanism checks whether the value you enter is wrapped in quote marks and suggests such wrapping in one click. Where an attribute supports a limited set of values, these values will be suggested with any operator.

With date attributes, the autosuggest mechanism offers several shortcuts: for more information see the [Date shortcuts](#) section.

With the **IN LIST** operator, the autosuggest mechanism will provide ',' and ')' as syntax symbols to continue and complete the clause respectively.





AND and OR

These operators will be suggested at the end of a clause to facilitate quicker typing.

Other suggestions

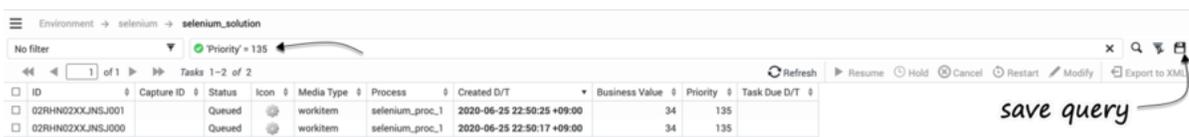
The autosuggest mechanism also suggests opening and closing brackets around the clauses.

Working with QL queries

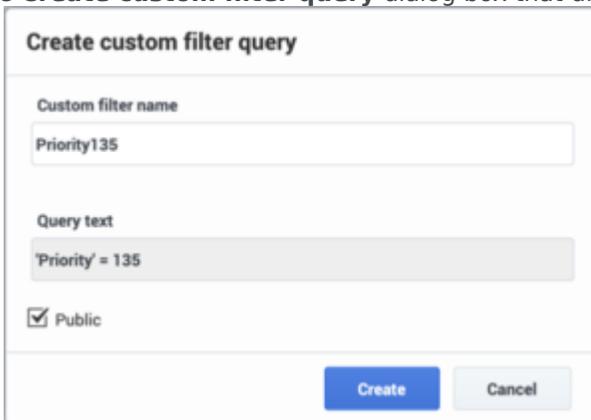
Saving QL queries

You can save frequently used QL queries for later use. To save a newly executed query:

1. Type a valid QL query in the input field and click the **Save** button.



2. In the **Create custom filter query** dialog box that displays, enter a name for the query:



3. Optionally, check the **Public** checkbox to make the filter public.
4. Click **Create**.

Important

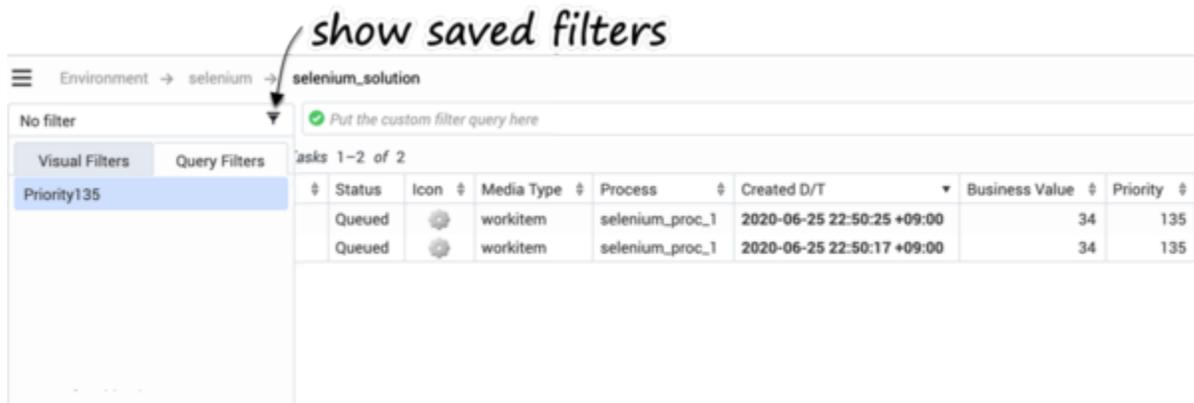
- The query text cannot be changed in the dialog box. Only the name and **Public** status can be changed.
- You can apply either Visual Filters or saved Query Filters at one time, but not both.

Form fields

Field name	Description
Custom filter name	The filter name is case sensitive and unique per tenant.
Query text	Uneditable text taken from search input.
Public	When checked, the query filter is shared with other users in the same tenant.

Accessing saved query filters

You can access the saved filter from the filter selector:

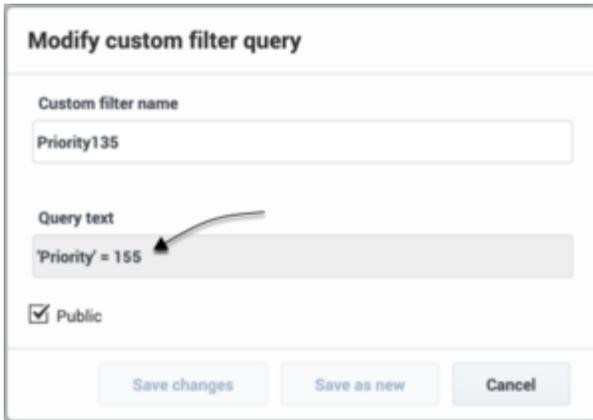


Editing QL queries

A saved query can be edited later.

To edit the filter's query text:

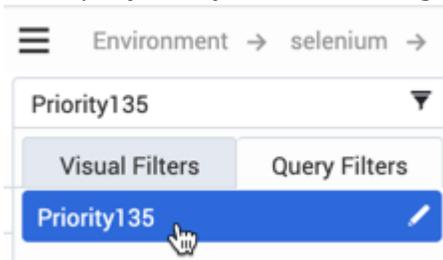
1. Display the query filter you want to change.
2. Click in the search query field at the top of the screen, make your edits, then click the **Save** button. This displays the **Modify customer filter query** dialog showing your change:



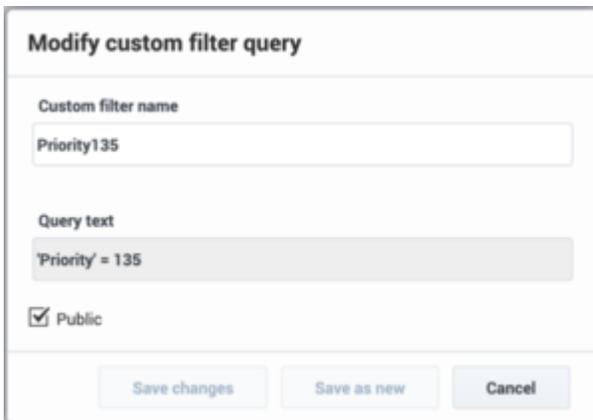
- 3. You can optionally choose to edit the name or public status of the filter in the dialog box that displays.
- 4. Save the changes in the current filter or save them as a new query filter.

To edit only the name and publicity status of a filter:

- 1. Select the query filter you want to change and click its pen icon.



This displays the **Modify customer filter query** dialog:

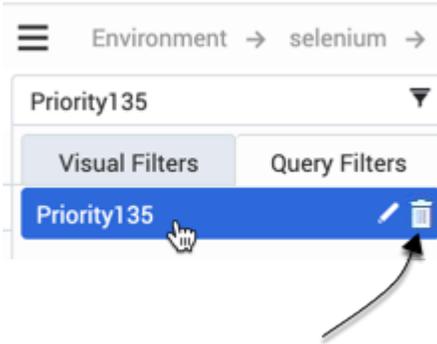


- 2. Make your required changes and save them in the current filter or save them as a new query filter.

Deleting QL queries

To delete a query filter:

1. Display it in the filter selector.
2. Click its trashcan button.



Privileges

For a user's own private query filters, no privileges are required for View/Create/Modify/Delete actions.

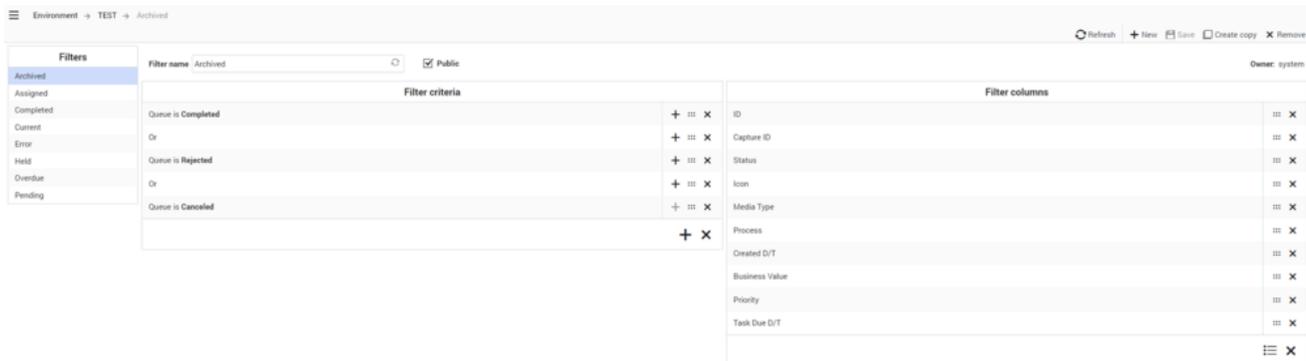
Public filters

Action available when granted	Create	Modify	Delete
View			
Create	Required		
Modify		Required	
Delete			Required
Change to private type		Required	
Change to public type	Required *	Required *	

(*) To change a private query filter to public, either "Create Filters" or "Modify Filters" privileges or both is required.

Filters

Filters let you refine the list of tasks displayed in the GTL. Each filter is defined by a set of filter criteria (optional) and a list of table columns (*Filter columns*) that will be displayed in the GTL. The example below shows the criteria and display columns of the **Archived** filter.



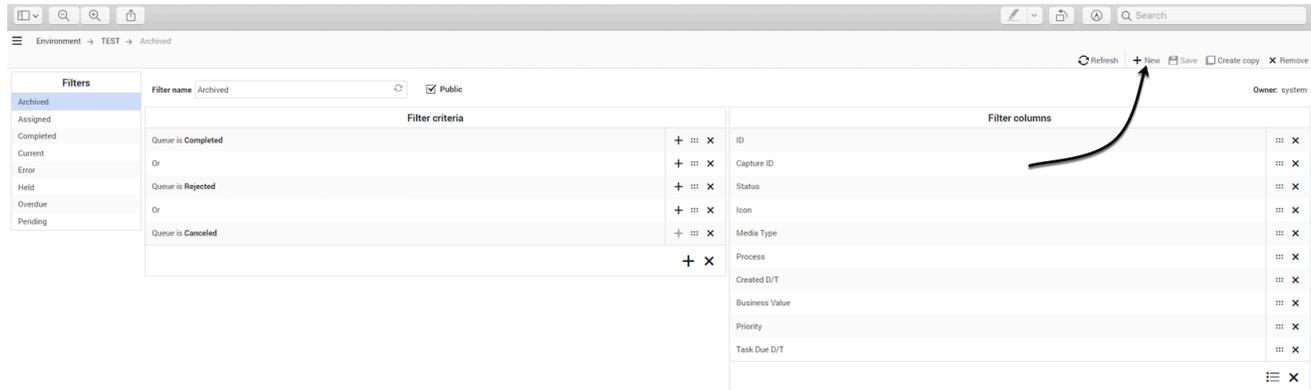
Preconfigured filters



The leftmost panel shows which filters are preconfigured for iWD Manager. The selected filter is shown by its name.

The **Public** checkbox shows whether the filter will be available to all users (checked) or only the current user (unchecked).

Creating a new filter



Filters created become available immediately as preconfigured filters once they are saved. To create a new filter:

1. Click **+ New** at the top right of the window.
2. Check the **Public** checkbox to make the new filter available to all users. If this box is not checked, only the current user can view the new filter.
3. Click **+ New** in the **Filter criteria** panel to display a pop-up listing the available criteria for the new filter and select a criterion. Note that the OR operator must be selected from this list—the AND operator is the default assumed value if you do not select OR.
4. Modify the selected criterion if required, and apply your changes.

Some of the attributes in criteria let you choose an input value from the pre-populated list (such as Tenant, Department, Agent Group, and so on). **Result Code** values are loaded from a **Business Attribute** named **DispositionCode**. If there are other places where disposition codes have been configured, they won't be included in the list. You can still enter the value manually.

Important

Most of the criteria input values are expected to be an exact match for a given attribute. However, there are two criteria that work differently:

- The criterion **Attribute is like AttributeValue** accepts SQL wildcards (listed below) and enables search for a pattern specified in AttributeValue:
 - Percent—' % '—represents zero, one, or multiple characters.
 - Underscore —' _ '—represents a single character.
- The criterion **Attribute in AttributeValueList** accepts multiple possible values which a given Attribute should be in, in order for the task to appear on the GTL. Add each new value to the list by clicking the + button.

To use a wildcard literally, put a backslash (\) before it; for example, to return only items where value

is exactly '1%' and not anything starting with '1' ('123', '1st', and so on) provide the following as an AttributeValue: '1\%'

5. Add as many criteria to the filter as you need and apply your changes.

Important

You can also drag and drop criteria to new positions by using the  button. Use the  button displayed to the right of the selected criterion to delete it, if required.

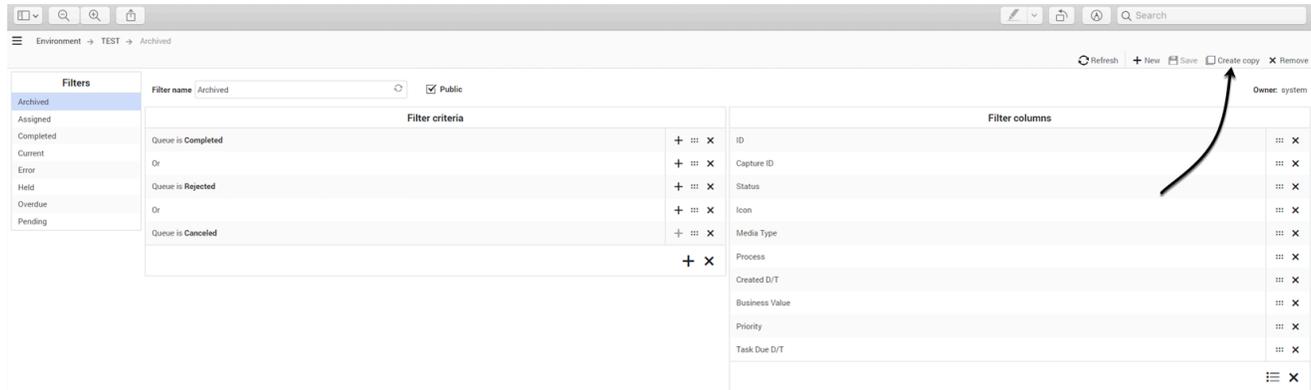
6. In the **Filter columns** panel, the current selection of table columns, if any, is already displayed. Add any new table columns for displaying the filter output by clicking . This action displays a list of available columns that includes all iWD core and extended attributes by default—any of these can be added to the new filter. Check as many boxes as required.
7. Drag and drop the columns to new positions by selecting the relevant  button. Use the  button to delete any columns as required.
8. Add a name for the filter in the **Filter name** field.
9. Click **Save** at the top right of the window. The newly created filter is now available for selection in the main GTL window.

Tasks that do not match the filter's criteria are not displayed on the GTL when the filter is selected. New criteria conditions can be added by selecting them from the **Filter criteria** list. Some criteria conditions are parameterized; for such conditions, parameters can be configured in a separate pop-up window (such as, status for Status is . . . criteria). Custom attributes can be used in many of the filter criteria, with proper configuration. Custom attributes for tasks are configured in the iWD Plug-in for GAX component. See the **Task Attributes** tab of the Data Mart section of iWD Plug-in for GAX Help.

Link to video

Watch this short demo.

Copying an existing filter



Any existing filter can be copied to a new filter. To create such a copy:

1. Click  **Create copy** at the top right of the filter window.
2. A new filter with name *Copy of <filterName>* is created. All criteria and columns are copied from the source filter. The new filter is created as private by default.

Understanding time zones in filters

Dates in custom filters are interpreted as half-open time intervals, starting at midnight of the given day and ending at midnight of the next day. Midnight means the time 00:00:00 in the current user's time zone. If the user's time zone is not set, the current solution's time zone is used. If this is also missing, the timezone of the server on which iWD Manager is running is used. Daylight saving rules are also taken into consideration.

In the case of persistent filters, the time zone of the user who defines the filter is used to calculate the time interval. If there is no time zone configured, the timezone of the server on which iWD Manager is running is used. (Filters are independent from Solutions).

Example

- The user's time zone is Europe/Warsaw (GMT+1)(+DST).
- The user sets a filter on **Expiration Date** to 2016-10-26.
- GTL will display tasks that have an **Expiration Date Time** between 2016-10-26 00:00:00 CEST (inclusive) and 2016-10-27 00:00:00 CET (exclusive).
- In translation to the UTC timezone, these will become 2016-10-25 22:00:00 and 2016-10-26 23:00:00. Because of daylight saving the interval is 25 hours long.

Understanding queue criteria

There are two filter criteria related to queues on the Filter page:

- Queue is **QueueName**
- Queue is **not QueueName**

There is also a Queue selector for the GTL Custom Filter Query.

All these places provide drop-down lists where you can choose a queue name. Only iWD queues for the selected Tenant are available. This means not all Script objects with type Interaction Queue from Configuration Server will be listed here, but only those used in Solutions of the given Tenant. For more information on how queues are linked to a Solution see [IWD Business Solution Configuration](#) under **Solutions > Solution Details > Queue Names**. If the Business Process utilizes Workbins, their queues would appear in the list as well.

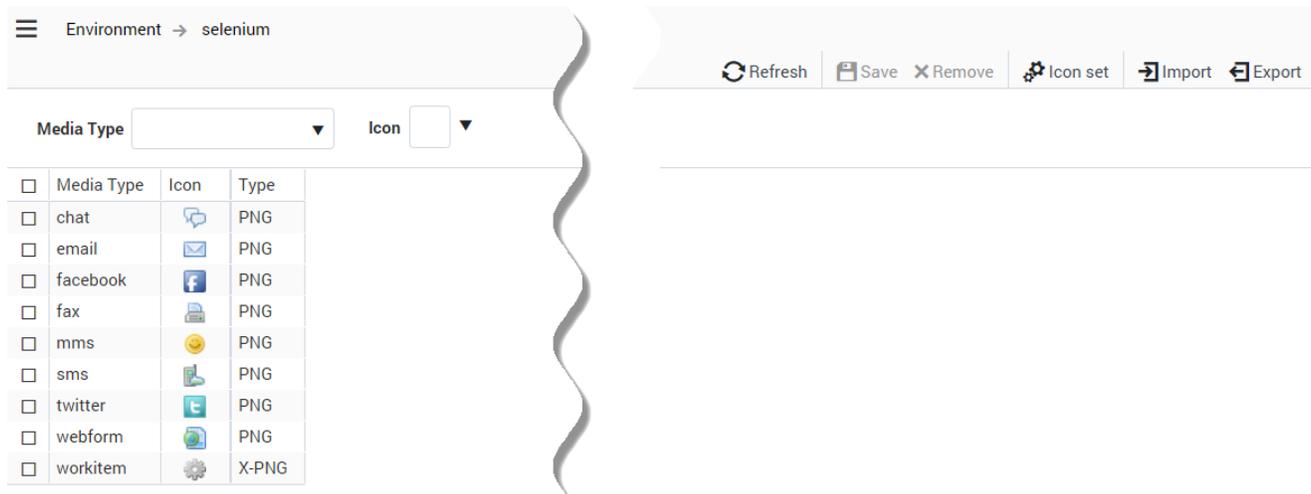
Apart from these items, you may select a generic queue name from the drop-down list (Canceled, Captured, and so on.). When you select such queue names, iWD Manager will substitute them with actual queue names defined for the given Solution in the corresponding field. Predefined filters provided for iWD Manager use these queue names, which makes them universal across all Solutions.

Important

Generic queue names are available only for criteria on the **Filters** tab. The GTL Custom Filter Query selector contains only the specific Queues described earlier.

Media Icons

The Media Icons view



The **Media Icons** view lets you map graphical icons to media types for display in the GTL. iWD comes with some pre-loaded icons, but you can import additional icons and map them to existing media types, or new media types. You can also export the icon set to an XML file.

Basic data

- **Media Type**— The media type to which the icon will be mapped. This list of media types is retrieved dynamically from Genesys Configuration Server. Media types are a type of **Business Attribute** in Configuration Server. Genesys provides out-of-the-box media types but new custom media types can be added.
- **Icon**—The graphical 16x16 icon that will be displayed in the GTL when a task is of the media type to which the icon is mapped.
- **Type**—The icon's file type. Icons should be 16x16, but can be in any of the following file formats:
 - GIF
 - JPG
 - BMP
 - PNG
 - X-PNG

Important

Larger icons can be used, but any resizing of the browser window might result in the icon displaying incorrectly.

Click the mapping in the table to change the icon associated with the media type.
Click the media type to add a new mapping.

Actions

Use the toolbar commands to do the following:

- **Remove**—Remove a selected icon.
- **Save**—Save changes.
- **Refresh**—Refresh the display.
- **Icon set**—Add new icons from a local file system.
- **Import**—Allows you to import the iWD Media Icons configuration from an XML file. Click Import, select a file on your local drive, select it and click Open.
- **Export**—Export the iWD Media Icons configuration to a local XML file.

Related Links

- [Global Task List](#)
- [Filters](#)
- [Account Settings](#)

User Settings

User Settings

Timezone	America/Toronto (GMT-5) (+DST) ▼ ↻	-04:00 (EDT)
Language	English (US) ▼ ↻	
Date and time format	MM/DD/YYYY hh:mm:ss A ▼ ↻	06/14/2019 02:34:42 AM
Date format	M/D/YYYY ▼ ↻	6/14/2019
First day of week	Sunday ▼ ↻	
Default Filter	Current ▼ ↻	

This view lets you see and change some basic settings for your iWD Manager account. Refresh the display by clicking **Refresh**.

1. Select values from the drop-down lists for:
 - Timezone
 - Language
 - Date and time format
 - Date format
 - First day of week
 - Default filter
2. Click **Save** (top right) to commit the change.

You can also edit the **Date** and the **Date and time format** fields manually.

- Date—The **Date** format is used in filters as date attribute values.

- Date and time format—The **Date and time format** is used in the GTL's date and time, both in columns and as attribute values in details as well as in the task modification panels used to input date/time formats. You must use a valid format and you should not use the backslash (\) character. The default value is: YYYY-MM-DD HH:mm Z.

Important

All date or date+time fields display and/or retrieve their values in the timezone defined here for a user. Despite the timezone used, the absolute dates and/or times do not change.

Default filter

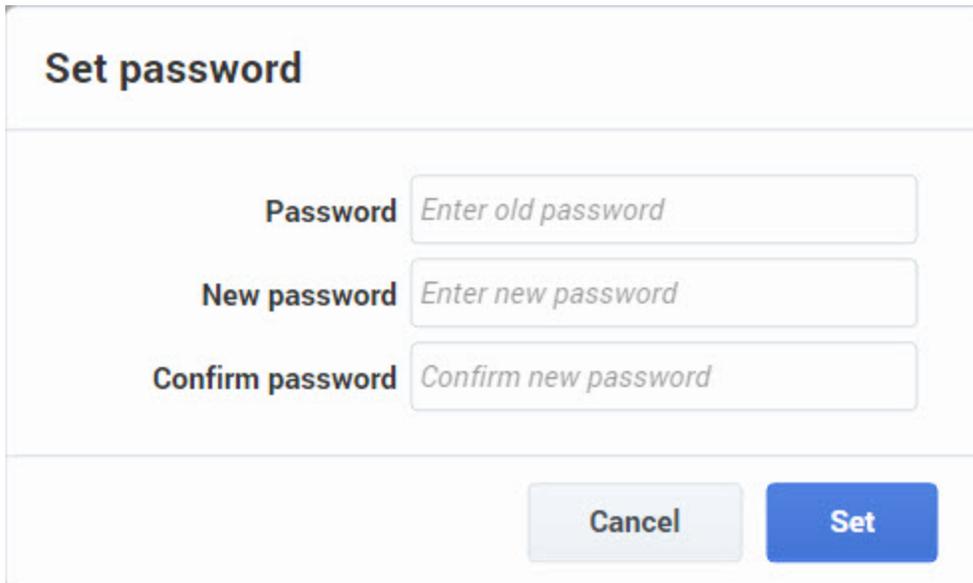
The default filter is applied at the time when a user enters a Business Context in the Global Task List.

1. Set the Default Filter in User Settings.
2. Open the Global Task List and select a Business Context.
3. The chosen filter is applied by default.

Important

The default filter is applied only if there is a filter available in the Business Context's Tenant. Otherwise no filter will be applied.

Set Password

A dialog box titled "Set password" with a light gray background. It contains three input fields stacked vertically. The first field is labeled "Password" and has the placeholder text "Enter old password". The second field is labeled "New password" and has the placeholder text "Enter new password". The third field is labeled "Confirm password" and has the placeholder text "Confirm new password". At the bottom right of the dialog, there are two buttons: a light gray "Cancel" button and a blue "Set" button.

Set password

Password

New password

Confirm password

Cancel **Set**

1. Click **Set Password** (top right of **User Settings** dialog) to reset your password.
2. In the dialog that opens (left), enter the current password, the new password and confirm the changes.
3. Click the **Set** button to commit the change.

Related Links

- [Global Task List](#)
 - [Filters](#)
 - [Media Icons](#)
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