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iWD Overview

IWD Business Process

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iWD 8.1 is packaged with an out-of-the-box Business Process. The Business Process is installed by using the iWD Setup Utility and is also provided with the iWD Manager installation so it can be manually imported through the Genesys Interaction Routing Designer. It is made up of a set of Interaction Queues that map to the iWD state model:

- NEW
- ERRORHELD
- CAPTURED
- COMPLETED
- CANCELED
- REJECTED
- QUEUED

Within this Business Process, from within a routing strategy, External Service Protocol (ESP) blocks are used to invoke methods of the Business Context Management Service (BCMS) and Genesys Rules Engine (GRE). This approach is used to apply classification and prioritization rules to the interaction. When a user goes to the Global Task List view in iWD Manager, to monitor the interactions that are in various states, this component communicates with Interaction Server to retrieve the list of interactions and their attributes.

This out-of-the-box Genesys iWD Business Process maps to the iWD state model, allowing you to use iWD-based reporting for other interaction types (for example, you might want to track Genesys emails along with other task types, under the same Department or Process).

This Genesys iWD Business Process is completely optional for iWD customers who are using Genesys E-mail, Genesys Chat, Genesys SMS, or even third-party email, SMS, or chat. If the Genesys iWD Business Process is not used, iWD Data Mart and iWD Global Task List functionality may be limited.

For Genesys eServices customers, the Genesys iWD Business Process can be left unchanged if you want to use business rules only. In this scenario, what would change would be the routing strategies. The strategies would use the BCMS and ESP block to invoke the Genesys Rules Engine. This means that existing Genesys E-mail, Chat or SMS/MMS customers can use the business rules within iWD without having to change their Genesys Business Processes; or, to access some additional functionality, changes can be made to the Business Processes.

For a detailed description of the iWD Business Process, including its strategies, click [here](#) (new document).