GENESYS™

Using the ACME Sample Application

Complete Final Configuration Steps

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1. If you not already done so, import the IWDBP business process into your Genesys Configuration Server. This would have been done for you already if you ran the iWD Setup Utility. If not, you can import it through Interaction Routing Designer (IRD). In IRD, open the **Interaction Design** link on the navigation bar and click on the **Business processes** icon. Double-click on any existing business process to open the **Interaction Design** window. Use **File>Import** to navigate to the location of the `iwdbp.wie` file, to import it. By default this file will be in the `config` directory where your iWD Manager supporting files were installed on your file system.

2. Objects. Double-click the **Iwd_Esp_List** List object. You should see this item there:

   - `GREServerList`

   If it is not present, you should add it. To edit the `GREServerList`, click on it and then select the downward-pointing arrow to the right of the item name. If it does not already exist, add a new key-value pair where the Key is the Solution ID of the ACME Solution, and the Value is the name of the Genesys Rules Engine application in your configuration, as it appears in Genesys Configuration Manager or Genesys Administrator (for example, Genesys_Rules_Engine). Click **OK**. Create a new list object called **Iwd_Package_List** if it does not exist, or edit the existing one. Create one item called **RulePackageList**, and edit it. Add a new key-value pair where the Key is the Solution ID of the ACME Solution (ACME_I by default), and the Value is the package name (not the Business Name) of the ACME rule package, as it appears in GRAT (for example, acme). Click **OK**.

   > ## Important
   > This List object should have been created in your Genesys Configuration environment when you ran the iWD Setup Utility, as described in the iWD 8.5 Deployment Guide.

3. Through Genesys Configuration Manager or Genesys Administrator, check that you have an agent group in your Genesys configuration that matches the agent group used in the Distribution routing strategy that is part of the IWDBP business process provided with iWD. The default agent group is called `IWD` and it is created for you by the iWD Setup Utility. Ensure that you have at least one agent in that agent group who has a capacity rule assigned that allows the agent to handle interactions of the media type workitem.

4. Also while in Genesys Configuration Manager or Genesys Administrator, check that your GRAT Server application has your Acme tenant listed on the **Tenants** tab.