iWD GAX Plugin Help

Business Structure

12/16/2025

Business Structure

[+] DESCRIPTION

The Business Structure is a hierarchy of business units. Each Tenant can contain one or more Solutions as the first level of the hierarchy. Below Solutions are Departments. Below Departments are Processes. For example:

- East London Office—Solution (note that this meaning means the top node of a business structure, rather than the meaning of Solution in Genesys Configuration environment.)
  - Finance Department—Department
    - Accounts Payable—Process
    - Order Processing—Process

> **Warning**
> All node names have to be unique within the parent node. For example, moving department D1 to another solution which already has a department named D1 generates an error.

> **Warning**
> Only one business structure per Tenant is possible.

Levels of a Business Structure for a Tenant:

- **[+] SOLUTIONS**

  Solutions are used for partitioning logical and physical resources for purposes of user access control and load partitioning (performance). Normally there will be one Solution per Tenant, though you can configure multiple solution instances per tenant, if necessary (for example, “Production” and “Test”).

  A Solution in iWD represents a runtime environment, which is composed of the following:

  - Runtime nodes—iWD runtime application instances that are within the Java application server in which services are being run
  - Services—Services that enable iWD functionality, such as Data Mart, Statistics Adapter, and logging.
  - Business logic—Primarily the configuration of iWD departments and processes.

  The Solution level in a Business Structure corresponds to the Global level in Genesys Rules System for the processing logic of business rules.

- **[+] DEPARTMENTS**

  A Department represents an administrative unit within a Solution. A Solution can contain many Departments. The Department level of a Business Structure corresponds to the Department level in Genesys Rules System for the processing logic of business rules.

- **[+] PROCESSES**

  A Process represents an administrative unit within a Deparatment. A Department can contain many Processes. The Process level of a Business Structure corresponds to the Process level in Genesys Rules System for the processing logic of business rules.

Display Options

Filters and Constraints

Configuration Server respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

1. Type the name or partial name of an object in the **Quick Filter** field.
2. Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking the **Name** column. Clicking a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Data Fields

Each entry is shown with the following data fields:

- **Name**—The element's name.
- **Type**—`Solution`, `Department` or `Process`
- **ID**—The runtime ID of this element.
- **Contact Name**—Contact name for queries about this element.
- **Description**—Free-format text description of the element.

Solutions

To create a new Solution

1. Click **New**.
2. From the displayed list, select the **Solution** element.
3. Complete the Solution data fields on the form tabs and click **Save**.

To create a new Solution by cloning

1. Either:
    - Select one Solution and click **More**: or;
    - Display the details of an existing Solution.
2. Click **Clone**.
3. Edit the Solution data fields.

Other Actions

From this context you can **Delete** this Solution.

> **Warning**
> Deleting a Solution can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.

Solution Details

- **Solution Name**—The Solution name. Mandatory when you add a new Solution.
- **ID**—The ID of the Solution. Mandatory when you add a new Solution. The system will propose a default new Runtime ID.
- **Timezone**—Solution timezone. Use the drop-down list to change this.
- **First Day of Week**—The first day of the working week for this Solution. Use the drop-down list to change this.
- **Description**—Free-format text description of the Solution.

Interaction Server Settings

- **Interaction Server**—The Interaction Server for this Solution. Use the drop-down list to change this. This drop-down list contains those Interaction Servers which contain the Solution's parent Tenant on their Tenants list.
- **Port**—The connection port of the Interaction Server. Use the drop-down list to change this. This drop-down list contains the Interaction Server chosen above ports from the ports list.

> **Important**
>
> If two Solutions are configured to use the same Interaction Server, be aware that the Port settings (that is, secure or non-secure) of the Solution that is configured *second* are the ones that the Interaction Server will use. It is preferable to ensure that both Solutions' Port settings are of the same type—either both secure, or both non-secure. Every configuration object or parameter that references the Port ID (and therefore can be either secure or non-secure) will work in the same way—the setting of the one configured second (where two Solutions are configured) is the one that the Interaction Server will use. This affects connection protocol, local timeout, remote timeout, trace mode and transport protocol parameters.

- **Connection Protocol**—The connection protocol of the Interaction Server. Use the drop-down list to change this. This parameter is set as the connection attribute of the Interaction Server connection in the iWD Manager application.
- **Protocol Timeout**—The timeout configured for the connection protocol.
- **Local Timeout**— The timeout configured on the local server. This parameter is set as the connection attribute of the Interaction Server connection in the iWD Manager application.
- **Event Buffer Size**—The maximum size in bytes of the event buffer.
- **Remote Timeout**—The timeout configured on the remote server. This parameter is set as the connection attribute of the Interaction Server connection in the iWD Manager application.
- **Threads**—The number of threads available.
- **EventLog JDBC URL**—The URL of the JDBC event log. Mandatory for all database engines set in the Eventlog DAP (connected to Interaction Server set above), apart from MSSQL.
- **Attribute Filter Include**—Attributes included here will appear in the Custom Attributes displayed in the Global Task List in iWD Manager.
- **Attribute Filter Exclude**—Attributes excluded here will not appear in the Custom Attributes displayed in the Global Task List in iWD Manager.

Departments

To create a new Department

1. Select the Solution or Solution element in which the new Department will be created.
2. Click **New**.
3. From the displayed list, select the **Department** element.
4. Complete the Department data fields on the form tabs and click **Save**.

To create a new Department by cloning

1. Either:
    - Select one Department and click **More**: or;
    - Display the details of an existing Department.
2. Click **Clone**.
3. Edit the Department data fields.

Other Actions

From here you can **Clone**, **Delete** or **Move** this Department. You can move the Department only to a Solution. Any Processes configured under it will also be moved. Runtime IDs are not moved in the Move function—you must create a new one for the Department and all its child Processes in its new Solution.

> **Warning**
> Deleting or Moving a department can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.

Department Details

- **Department Name**—The department name. Mandatory when you add a new Department.
- **ID**—The department's Runtime ID. Mandatory when you add a new Department. The system will propose a default new Runtime ID.
- **Contact Name**—The contact name for the department, for informational purposes.
- **Contact Email**—The contact email for the department, for informational purposes.

- **Contact Phone**—The contact phone number for the department, for informational purposes.
- **Start Date**—The date on which the department becomes active. If left empty, the period start date is unconstrained.
- **End Date**—The last day that the department is active. If left empty, the period end date is unconstrained (that is, the department will be active infinitely).
- **Description**—Free-format text description of the Department.

Department Attributes

Click **Add** to create new attributes.

- **Name**—The attribute name
- **Type**—Select from the drop-down list. Valid values are:
  - `Text`
  - `Percentage`
  - `Number`
  - `Date`
  - `Lookup Table`
- **Value**—The attribute value. If the type is a lookup table, then the value is set from the drop-down list.
- **Description**—Free-format text description of the attribute.

Department Metrics

Click **Add** to create a set of user-defined metrics, for reporting purposes.

[+] MORE

A key component of dashboards and reports is the comparison of actual metrics against target goals. Understanding the effectiveness or efficiency of organizations requires measuring performance against important goals that have been set by the organization. Targets can be associated with a number of objects, such as processes, departments, or tenants. For example, a work-time goal for a task will differ, based on its process; for example, orders will take longer than address changes. You can use metrics to measure this. Example:

When a metrics value is set, it will be stored as a named attribute in Data Mart. If the value is changed, the updates are pushed through to Data Mart with a `valid_from` and `valid_to` date/time stamp. This is important for historical reporting. For example, if you update the target on November 1 from 2.5 to 3.5, all tasks up to November 1 will use 2.5, and all new tasks will use 3.5. If the value is set at a department level, it applies to all processes, unless there is a specific value for that process. For example, Department 1 has four processes: A, B, C, and D. Cost/Task @ Department 1 = 2.50, which applies to Processes B, C, and D. Cost/Task @ Process A = 1.50, which applies only to Process A.

- **Name**—The metric name
- **Type**—Select from the drop-down list. Valid values are:
  - `Text`
  - `Percentage`
  - `Number`
  - `Date`
  - `Lookup Table`
- **Value**—The attribute value. If the type is a lookup table, then the value is set from the drop-down list.
- **Description**—Free-format text description of the attribute.

Processes

To create a new Process

1. Select the Department or Department element in which the new Process will be created.
2. Click **New**.
3. From the displayed list, select the **Process** element.
4. Complete the Process data fields on the form tabs and click **Save**.

To create a new Process by cloning

1. Either:
   - Select one Process and click **More**: or;
   - Display the details of an existing Process.
2. Click **Clone**.
3. Edit the Process data fields.

Other Actions

From here you can **Clone**, **Delete** or **Move** this Process. You can move the Process only to a Department. Runtime IDs are not moved in the Move function—you must create a new one for the Process in its new Department.

> **Warning**
> Deleting or Moving a Process can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.

Process Details

- **Process Name**—The Process name. Mandatory when you add a new Process.
- **ID**—The Runtime ID of the Process. Mandatory when you add a new Process. The system will propose a default new Runtime ID.
- **Contact Name**—The contact name for the process, for informational purposes.
- **Contact Email**—The contact email for the process, for informational purposes.
- **Contact Phone**—The contact phone number for the process, for informational purposes.
- **Start Date**—The date the process becomes active. The start date of the process cannot be earlier than the start date of the parent department.
- **End Date**—The last day that the process is active. If left empty, the period end date inherits the end date value of the parent department.
- **Description**—Free-format text description of the Process.

Process Attributes

Click **Add** to create new attributes.

- **Name**—The attribute name
- **Type**—Select from the drop-down list. Valid values are:
  - `Text`
  - `Percentage`
  - `Number`
  - `Date`
  - `Lookup Table`
- **Value**—The attribute value. If the type is a lookup table, then the value is set from the drop-down list.
- **Description**—Free-format text description of the attribute.

Process Metrics

Click **Add** to create new metrics.

[+] MORE

A key component of dashboards and reports is the comparison of actual metrics against target goals. Understanding the effectiveness or efficiency of organizations requires measuring performance against important goals that have been set by the organization. Targets can be associated with a number of objects, such as processes, departments, or tenants. For example, a work-time goal for a task will differ, based on its process; for example, orders will take longer than address changes. You can use metrics to measure this. Example:

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- **Name**—The attribute name
- **Type**—Select from the drop-down list. Valid values are:
    - `Text`
    - `Percentage`
    - `Number`
    - `Date`
    - `Lookup Table`
- **Value**—The attribute value.
- **Description**—Free-format text description of the attribute.

Related Links

- **Data Mart**
- **Data Mart Dashboard**
- **Lookup Tables**