GENESYS™

iWD Deployment Guide

Integration with Genesys Rules System and Universal Contact Server

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Contents

> **Important**
>
> There is a separate document dedicated to **how Genesys Rules System interoperates with iWD**.

Installing Genesys Rules System for Use with iWD

For production deployments, install the Genesys Rules System web applications (Genesys Rules Engine and the Genesys Rules Authoring Tool) on a dedicated application server instance, apart from the application server instance that is dedicated to the iWD web applications.

> **Important**
>
> To install Genesys Rules System for use with iWD, complete steps 1 to 6 of the **GRS Installation Task Summary**. Step 7 of the Task Summary is not required. For iWD installations, you will create the business structure in the iWD GAX Plugin.

Creating the Connection to Interaction Server

Create a connection by using the `Connections` tab in the Interaction Server `Application` to the Genesys Rules Engine application. If GRE is configured as a cluster, add the `GRE_Cluster` application on the **Connections** tab instead of the Genesys Rules Engine application.

Configuring Universal Contact Server (UCS)

> **Important**
>
> Use of iWD Setup Utility is no longer supported from iWD release 8.5.104.

Configuring UCS is optional. However, if you provide any UCS name during the process of setup using iWD Setup Utility, then a dedicated mapping is created inside the `Iwd_Esp_List` transaction object content—and if iWD Manager does not have that UCS application in its connections, an alarm will be generated.

GRE Cluster Additional Steps

iWD Setup Utility has never supported GRE cluster configuration. If you want to use GRE clusters you must correct the transaction object content of `Iwd_Esp_List`. Instead of using a particular GRE application name you need to add the GRE cluster application name attached to your solution. Then this name will be used by the iWD Business Process—for example, by the sub-strategy `invoke_GRE`.