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iWD Deployment Guide

Configuring iWD Manually (for releases from 8.5.104)

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Important

This manual procedure replaces (from release 8.5.104 onwards) the configuration and deployment activities previously carried out by the iWD Setup Utility.

Procedure

1. Log in to GAX.
2. Go to **Administration > Installation Packages** and click **New**.
3. Check **Installation Package Upload (includes templates)** and click **Next**.
4. Click **Upload**, select the iWD Manager installation package and click **Finish**. Upload can take a few minutes. When it is completed you will see the uploaded iWD Manager installation package.
5. Go to **Configuration > Accounts > Capacity Rule** and create iwd_capacity_rule (that is, one interaction of any type) in the tenant's **Script** folder.
6. Go to **Configuration > Switching > Places** and create iwd_place for the iwd_admin user.
7. Go to **Configuration > Accounts > Users** and create the iwd_admin user . In the iwd_admin user, set the **Default Place** to iwd_place and the **Capacity Rule** to iwd_capacity_rule.
8. Go to **Configuration > Accounts > Access Groups** and create the iwd_access_group. Add the iwd_admin user in the **Members** tab.
9. Go to **Configuration > Accounts > Agent Groups** and create the IWD agent group. Add the iwd_admin user to the **Agents** tab.

10. Go to **Configuration > Environment > Tenants** and in the **Permissions** tab assign Create, Read, Update, and Execute permissions to the `iwd_access_group`.
11. Go to **Configuration > Accounts > Roles** and create the `iwd_role`. In the **Assigned Privileges** tab, check all the required privileges from the `iWD` and `CfgiWDManager` groups.
12. Go to **Configuration > Routing > eServices** and create the `Iwd_Package_List` object. Set the **Name** and **Alias** to `Iwd_Package_List`. In the **Options** tab create:
 - a. A section called `RulePackageList`.
 - b. A key called `<Solution runtime id>`, with the value `<GRAT package name>`
13. Go to **Configuration > Routing > eServices** and create `Iwd_Esp_List` object. Set the **Name** and **Alias** to `Iwd_Esp_List`. In the **Options** tab create:
 - a. A section called `GREServerList`.
 - b. A key called `<Solution runtime id>` with the value `<GRE application name>`.
14. (Optional) If UCS will be used, create:
 - a. A section called `ContactServerList`.
 - b. A key called `<Solution runtime id>` with the value `<UCS application name>`
15. Import the iWD Business Process using the procedures described [here](#).
16. Activate the **Classification, Prioritization, Distribution, Mark Interaction as Done** and **Removal** strategies.
17. Go to **Configuration > Switching > DNs > Switches > <multimedia switch> > DNs** and create a virtual queue called `iWD`. Set its **Name** and **Alias** to `iWD` and its **Routing Type** to `Default`.
18. Configure the iWD Stat Extensions:
 - a. Extract the iWD Stat Extensions IP to a temporary folder (such as `iwdstatext`).
 - b. Copy `./iwdstatext/java/ext/*` to `../statserver/java/ext`.
 - c. Copy `./iwdstatext/java/lib/*` to `../statserver/java/lib`.
 - d. Add the following options to Stat Server applications.

Section	Key	Value
statsserver	enable-java	true
java-config	java-libraries-dir	./java/lib
	java-extensions-dir	./java/ext
	jvm-path	<jdk install dir>/jre/lib/amd64/server/libjvm.so for Linux/ UNIX <jdk install dir>\jre\lib\amd64\server\libjvm.dll for Windows
java-extensions	BPR_iWD_Extension.jar	true
java-extensions-bpr-iwd	dimension-mapping-1	Filter
	java-extension	BPR_iWD_Extension.jar
	java-extension-jar	BPR_iWD_Extension.jar
	jdbc-driver	Please refer to this jdbc-driver-jar option description .
	jdbc-url	Please refer to this jdbc-url option description .
	password	<iWD datamart password>
	refresh	15
	service-id-1	STAT_1
	service-tenant-1	Resources
	<iWD datamart database user>	user
	verbose	debug
	virtual-queue-name-1	iWD

e. Restart the Stat Servers.