iWD Deployment Guide

IWD Business Solution Configuration

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IWD Business Solution Configuration

> **Important**
> Configuration of a business solution is performed entirely in the iWD Plug-in for GAX, so this must be already installed.

Business Structure

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 Department. 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

To create a new Solution, do one of the following:

- If one or more Solution is already present, select one Solution and click **More**, then click **Clone**, then edit the Solution data fields.

- If one or more Solution is already present, Display the details of an existing Solution and click **Clone**, then edit the new Solution data fields.

- If no Solution is present, click the the **New** button (**+**), choose **Solution**, then edit the Solution data fields.

Other Actions

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

> ## Warning
> 1. Deleting a Solution can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.
> 2. If you delete a Solution, all related rules packages in GRS will be lost, and you will not be able to recreate new rules packages with the same name.

Solution Details

Descriptive 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. Do not use the Runtime ID as a descriptor.

Strategies

The following options allow customization of the strategies used by iWD in the current Solution.

- **Classification Strategy**—The name of the Classification strategy for this solution. Select one from the drop-down list.

- **Prioritization Strategy**—The name of the Prioritization strategy for this solution. Select one from the drop-down list.

Queue Names

The following options allow customization of interaction queues used by iWD in the current Solution. You must define non-standard queue names when there are multiple iWD business processes configured in the same Tenant. Select the required queue names from the drop-down lists. If a value is missing, a default name is displayed for this queue.

- **Queue for canceled tasks**—Interaction queue for tasks canceled by a Global Task List user or by a capture point. Default values:

  - IRD—iWD_Canceled

  - Composer—iwd_bp_comp.Main.iWD_Canceled

- **Queue for captured tasks**—Interaction queue for tasks successfully processed by the Classification strategy. Default values:

  - IRD—iWD_Captured.

  - Composer—iwd_bp_comp.Main.iWD_Captured

- **Queue for completed tasks**—Interaction queue for tasks marked as completed by agents. Default values:

  - IRD—iWD_Completed

  - Composer—iwd_bp_comp.Main.iWD_Completed

- **Queue for error-held tasks**—Interaction queue for tasks that failed to be processed by the Classification or Prioritization strategies. Default values:

  - IRD—iWD_ErrorHeld

  - Composer—iwd_bp_comp.Main.iWD_ErrorHeld

- **Queue for new tasks**—Interaction queue recognized by iWD as an entry to the business process in this solution. Default values:

  - IRD—iWD_New

  - Composer—iwd_bp_comp.Main.iWD_New

- **Queue for queued tasks**—Interaction queue for tasks successfully processed by the Prioritization strategy. Default vlaues:

  - IRD—iWD_Queued

  - Composer—iwd_bp_comp.Main.iWD_Queued

- **Queue for rejected tasks**—Interaction queue for tasks rejected by the Classification strategy. Default values:

  - IRD—iWD_Rejected

  - Composer—iwd_bp_comp.Main.iWD_Rejected

Interaction Server Settings

> ### Important
>
> iWD Plugin for GAX will propagate the connection to the specified Interaction Server (details below) across iWD Manager Server application objects. The following parameters are set as the connection attributes of the Interaction Server connection in the iWD Manager Server application object:
>
> - Port
> - Connection Protocol
> - Local Timeout
> - Remote Timeout

- **Interaction Server**—The Interaction Server for this Solution. This can be an individual Interaction Server, Interaction Server Proxy or Interaction Server Proxy cluster. Please refer to Interaction Server Configuration for details. Use the drop-down list to make a selection. This drop-down list contains those Interaction Servers, Interaction Server Proxies and Interaction Server Proxy clusters which contain the Solution's parent Tenant on their Tenants list. Direct connection to Interaction Server clusters is not supported and therefore will not be presented in this list.

- **Port**—The connection port of the Interaction Server or Interaction Server cluster proxy. Use the drop-down list to change this. This drop-down list contains ports of the Interaction Server or Interaction Server cluster proxy chosen above.

> ### Warning
>
> **For connections to a unique Interaction Server only**—The iWD Manager application has one common place for all Solutions (and Solutions in different tenants) where Interaction Server connection parameters (for a unique Interaction Server) are kept. If two Solutions are configured to use the same individual Interaction Server, the Interaction Server settings (that is, secure or non-secure) of the Solution that is configured *most recently* are the ones that the Interaction Server will use. It is preferable to ensure that both Solutions' settings are of the same type—either both secure, or both non-secure.
> The affected parameters are:
>
> - **Port**
> - **Connection Protocol**
> - **Protocol Timeout**
> - **Local Timeout**
> - **Event Buffer Size**
> - **Remote Timeout**

- **Threads**

The only parameters to which this does not apply are **Attribute Filter Include/ Exclude**.

- **Connection Protocol**—The connection protocol of the Interaction Server. Use the drop-down list to change this.
- **Protocol Timeout**—The timeout configured for the connection protocol.
- **Local Timeout**—The timeout configured on the local server.
- **Event Buffer Size**—The maximum size in bytes of the event buffer.
- **Remote Timeout**—The timeout configured on the remote server.
- **Threads**—The number of threads available.
- **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.

Warning

The JDBC URL *must* be provided in Interaction Server's DAP configuration object in release 9.0. Please refer to the Interaction Server Configuration page.

History Node Settings

Important

iWD Plugin for GAX will propagate the connection to the specified iWD History Node (details below) across iWD Manager Server application objects as well as the iWD Runtime Node associated with the given solution. The following parameters are set as the connection attributes of the iWD History Node connection in the iWD Manager Server and iWD Runtime Node application object:

- Port
- Connection Protocol
- Local Timeout
- Remote Timeout

- **History Node**—The name of the History Node for this Solution. This can be an individual History Node, or the name of a History Node cluster. Use the drop-down list to make a selection.

- **Connection Protocol**—The protocol of the connection to the History Node or cluster. Use the drop-down list to change this.

- **Port**—The connection port of the History Node or History Node cluster. Use the drop-down list to change this. This drop-down list contains ports of the History Node or History Node cluster.

- **Local Timeout**—The timeout configured on the local server.

- **Remote Timeout**—The timeout configured on the remote server.

Important

History Node and History Node clusters can only support one Tenant. For multi-tenant configurations, a separate History Node instance is needed for each Tenant.

Migration

Interaction custom properties and migration issues

This dialog enables you to:

- Add the necessary columns to tables in the Interaction Server and Interaction Server Event Log databases to support iWD.

- Create new iWD-related **Interaction Custom Properties**, which are a type of **Business Attribute**, in the Genesys configuration database.

- Create some options for the Interaction Server Event Log Database Access Point that are necessary to support iWD.

- Add iWD_Completed (IRD) or iwd_bp_comp.Main.iWD_Completed (Composer) or a customized business process queue name for completed tasks to the Interaction Server configuration.

If any of these updates was not previously done, this dialog will display a table of warnings informing you of the missing attributes or outdated database versions.

Click the **Configure** button to execute the configuration. A message will be displayed in the **Messages** column when the configuration has completed. A restart of Interaction Server is required if any configuration changes were made.

Permissions Settings

Business Structure details include a **Permissions** tab on which users with the relevant permissions can view and edit permissions settings for all users of the selected node.

Permissions Table

Permission	Description
Read	Permission to read information and receive updates about the object.
Create	Permission to create objects in this folder.
Change	Permission to change the properties of the object. The Change permission is the same as allowing "Write" access.
Execute	Permission to perform a predefined action or set of actions with respect to the object.
Delete	Permission to delete the object.
Read Permissions	Permission to read the access control settings for the object.
Change Permissions	Permission to change the access control settings for the object.
Execute	Permission to perform a predefined action or set of actions with respect to this object.
Propagate	For container objects (such as Tenants). The Propagate check box controls whether to propagate this set of elementary permissions to the child objects. By default, the check box is selected).

Actions

- **Add Access Group**—Displays the **Select Access Group** panel from which you can select one of the available Access Groups to add to this node and for whom you can then configure permissions.

- **Add Person**—Displays the **Select Person** panel from which you can select one of the available Persons to add to this node and for whom you can then configure permissions.

- **Replace Recursively**—Enables you, upon confirmation, to remove permissions for all child objects of this container and replace them with the permissions defined in this container.

Departments

To create a new Department

To create a new Department, first choose the Solution to work with, then do do one of the following:

- If one or more Department is already present, select one Department and click **More**, then click **Clone**, then edit the Department data fields.

- If one or more Department is already present, display the details of an existing Department and click

Clone, then edit the new Department data fields.

- If no Department is present, click the the **New** button (**+**), choose Department, then 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
> 1. Deleting or Moving a department can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.
> 2. If you delete a Department or Process, any rules assigned to those objects will be inactivated and moved to the Solution level. This happens if you delete and re-create a Solution/Department/Process with the same name.

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.

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.

Permissions Settings

Business Structure details include a **Permissions** tab on which users with the relevant permissions can view and edit permissions settings for all users of the selected node.

Permissions Table

Permission	Description
Read	Permission to read information and receive updates about the object.
Create	Permission to create objects in this folder.
Change	Permission to change the properties of the object. The Change permission is the same as allowing "Write" access.
Execute	Permission to perform a predefined action or set of actions with respect to the object.
Delete	Permission to delete the object.
Read Permissions	Permission to read the access control settings for the object.
Change Permissions	Permission to change the access control settings for the object.
Execute	Permission to perform a predefined action or set of actions with respect to this object.
Propagate	For container objects (such as Tenants). The Propagate check box controls whether to propagate this set of elementary permissions to the child objects. By default, the check box is selected).

Actions

- **Add Access Group**—Displays the **Select Access Group** panel from which you can select one of the available Access Groups to add to this node and for whom you can then configure permissions.

- **Add Person**—Displays the **Select Person** panel from which you can select one of the available Persons to add to this node and for whom you can then configure permissions.

- **Replace Recursively**—Enables you, upon confirmation, to remove permissions for all child objects of this container and replace them with the permissions defined in this container.

Processes

To create a new Process

To create a new Process, first choose the Solution and Department to work with, then do one of the following:

- If one or more Process is already present, select one Process and click **More**, then click **Clone**, then edit the Process data fields.

- If one or more Process is already present, display the details of an existing Process and click **Clone**,

then edit the new Process data fields.

- If no Process is present, click the the **New** button (**+**), choose Process, then 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
>
> 1. Deleting or Moving a Process can have huge implications for the operation of a contact center. Do not undertake these without serious consideration.
> 2. If you delete a Department or Process, any rules assigned to those objects will be inactivated and moved to the Solution level. This happens if you delete and re-create a Solution/Department/Process with the same name.

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.

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 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.

Permissions Settings

Business Structure details include a **Permissions** tab on which users with the relevant permissions can view and edit permissions settings for all users of the selected node.

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Permission	Description
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Delete	Permission to delete the object.
Read Permissions	Permission to read the access control settings for the object.
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Actions

- **Add Access Group**—Displays the **Select Access Group** panel from which you can select one of the available Access Groups to add to this node and for whom you can then configure permissions.

- **Add Person**—Displays the **Select Person** panel from which you can select one of the available Persons to add to this node and for whom you can then configure permissions.

- **Replace Recursively**—Enables you, upon confirmation, to remove permissions for all child objects of this container and replace them with the permissions defined in this container.

Data Mart

Important
You cannot add a new Data Mart using this configuration component.

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 a column head. Clicking a column head 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**—Name of the solution hosting iWD Data Mart.

General

- **Application**—Name of the iWD Runtime Node application attached to the selected Solution. There is a one-to-one relationship between Solutions requiring Data Mart and iWD Runtime Node applications. The iWD Runtime Node can be detached from the Solution by selecting a blank name in this field.

- **Host**—Host where the iWD Runtime Node is installed. Selectable from the list of hosts configured in GAX Configuration Manager.

- **Port**—Port assigned to iWD Runtime Node. Numeric field; the value must be between 1 and 65535 inclusive. The port must be unique within the host.

- **ETL Scripts Directory**—The directory on the server in which iWD Data Mart ETL scripts are stored. For example, the default path used when iWD Data Mart is installed is **C:\Program Files\GCTI\iWD Data Mart\etl**. **Note:** Unicode symbols in the path are not supported.

- **Configuration Server's Database Access Point**—The name of the Database Access Point associated with Configuration Server. Required for Data Mart's Load `Config` job.

- **Number of Threads**—Performance tuning: the size of the thread pool.

- **Ignored Dimensions**—Performance tuning: the list of dimensions that will be ignored by the Load Intraday job. One dimension per line.

- **Default Dimension Key**—Performance tuning: the default value which will be used for ignored dimensions' keys.

- **Clear Dimension Cache**—Enables or disables persistence of the dimension's cache between Load Intraday job runs. With value `true`, the dimension's cache is cleared when the Load Intraday job completes. With value `false` (default), the cache persists between Load Intraday job runs. Requires restart of the IWD Runtime Node to take effect.

Important

iWD History Node may receive reporting events, from Interaction Server, exceeding the predefined column length. By default, Interaction Server will truncate these values

while iWD Datamart will not. If iWD Datamart is failing on Load Intraday job it is up to the user to decide how data must be processed:

- The complete value must be preserved. In this case, increase the column length in both the databases, that is, Interaction Server's DB (interactions table) and iWD Datamart's DB.

- The truncated value is acceptable. Add the configuration option manually in the Runtime Node configuration object, this will be applied without a restart of iWD Datamart. On the **Options** tab, under the `settings` section add **truncate-columns** with its value set to `true`.

Logging

The **Logging** tab configures internal logging capabilities within the iWD Runtime Node.

- **Log Level**—The Service log level. This should be set to `Info` unless otherwise instructed by Genesys Technical Support. The possible log levels are:
  - `Debug`—The most detailed informational events that are most useful in debugging an application.
  - `Info`—Informational messages that highlight the progress of the application.
  - `Warning`—Potentially harmful situations.
  - `Error`—Error events that might not affect the application's ability to run.
  - `Trace`—Turns on all logging.
  - `Off`—Turns off all logging.
- **Log Directory**—The directory in which the log files will be stored, for all services. If it starts with / (on Unix-based operating systems) or a drive letter (on Windows), an absolute path will be used; otherwise, the path is relative from the iWD Runtime Node installation directory.
  Note: It is strongly recommended that you only set the file path to a directory on a local machine, not a remote location such as a shared network drive. Logging to a remote location can severely impact performance.
- **Log Age**—Sets the number of days that log files should be kept in the system. A value of 0 disables this limit.
- **Log Size**—Sets a limit on the size of a single log file, in megabytes. A value of 0 disables this limit.
- **Log Files**—Sets a limit on the number of log files that are kept for this service, excluding the current log file. A value of 0 disables this limit.
- **Log to Console**—Determines (`true`/`false`, default = `false`) whether to log events to the console.
- **Enable Centralized Logging**—Check this checkbox to enable centralized logging to Message Server.

Database

The **Database** tab defines a connection to a Data Mart database server. The configured database and user must exist in the database server. The user must have read/write permissions to the database.

- **Application**—The name of the Database Access Point application associated with Data Mart instance.

- **Database**—The name of the database. This is available only for MS SQL Server.

- **SID**—Oracle System ID of the database. The Oracle System ID (SID) is used to uniquely identify a particular database on a system. This is available only for Oracle database.

- **Server**—The database server. Selectable from list of configured hosts.

- **Port**—The TCP port number of the database server.

- **User Name** —The database user name.

- **Password**—The password for the database.

- **Auto-Sync**—The iWD Data Mart database will be initialized automatically the first time the Database Service and Kettle ETL Service are started. If the **Auto-Sync** option is selected, this initialization is automatic, and the Database Service will also check for updates to the iWD Data Mart database whenever a new version of iWD Data Mart is installed. When selected, the **Auto-Sync** option will also initialize ETL plug-ins.

- **JDBC URL**—Add a specific URL here for the Data Mart database used by iWD Data Mart.

- **JDBC Driver Class**—Should be set if you are going to use a custom JDBC driver different from the following default drivers:

  - MS SQL—`com.microsoft.sqlserver.jdbc.SQLServerDriver`

  - Oracle—`oracle.jdbc.OracleDriver`

  - PostgreSQL—`org.postgresql.Driver`

Stat Server

The **Stat Server** tab configures the Statistics Adapter job and defines a connection to Genesys Stat Server. Statistics Adapter processes the statistical data created by the Aggregate Stats ETL job and writes stat-types and filters in the configuration for Genesys Stat Server. CCPulse+ requests iWD statistics from Stat Server, and reads the stat-types and filters from the Stat Server configuration.

> ### Important
>
> Multiple Stat Servers could be specified manually via the Runtime Node configuration object. On the **Options** tab, provide a list of Stat Servers separated by semicolons for the following option:
>
> - **[stat-server]/name**—<StatServer_1>;<StatServer_2>;...;<StatServer_N>

- **Application**—The Stat Server's application name. Selectable from list of installed Stat Server applications. Each Data Mart requires separate Stat Server instance.

- **Dimension Mapping**—Defines how statistical dimensions are mapped.

  - **Filter**—Dimensions are mapped to CCPulse+ filters.

  - **Virtual Queue**—Dimensions are mapped to Genesys virtual queues.

- **Virtual Queue Name**—Name of the Genesys virtual queue to which statistics are distributed.

Applicable only if Dimension Mapping is set to Virtual Queue.

- **Service Index**—Statistical service index for configuration options. This should be unique inside the set of indexes, assigned to statistical services served by the one instance of Genesys Stat Server.

- **Extension File Name**—Required to support a Genesys reporting environment with multiple instances of Stat Server Java Extensions. This is the name of the Stat Server Java extension jar file (**BPR_iWD_Extension.jar**). This file is saved to the Stat Server installation directory during installation of the iWD Stat Extensions. You can find the location of this file in Stat Server configuration options as the value of the **java-libraries-dir** option in the **[java-config]** section.

- **Extension Section Name**—Required to support a Genesys reporting environment with multiple instances of Stat Server Java Extensions. This property maps to the section name for the specific Stat Server Java Extension in the Stat Server configuration.

- **JDBC Driver Class**—Should be set if you are going to use a custom JDBC driver different from the one used by iWD Data Mart.

- **JDBC Driver JAR File**—The .jar file with the JDBC driver. The path is relative to the directory specified as **java-libraries-dir** in the Stat Server configuration.

- **JDBC URL**—Add a specific URL here for the Data Mart database used by Stat Server.

Warning

The Statistics Adapter job does not check that the JDBC Driver Class and JDBC Driver JAR File values are consistent. It is the user's responsibility to enter a valid class name for this driver JAR.

Important

JDBC URL and JDBC Driver options should be provided only when Stat Server's DBMS or JDBC driver differs from iWD Data Mart ones. Otherwise leave these options unchanged.

Schedules

The **Schedules** tab configures execution schedule of three Data Mart job groups. The syntax follow standard CRON scheduling expression. For example, the following expression will cause the job to be executed every 15 minutes:

```
0 0,15,30,45 * * * ?
```

For more information about CRON scheduling, see [http://www.quartz-scheduler.org/documentation/quartz-2.1.x/tutorials/crontrigger Quartz Scheduler documentation]

- **Intraday**—The schedule for the Intraday job group: Load Config, Load Intraday, Aggregate Intraday, Aggregate Stats and Statistic Adapter. Typically scheduled to run every 15 minutes.

- **Historical**—The schedule for the Historical job group: Load Historical, Aggregate Historical and Maintain. Typically scheduled to run once a day, after midnight.

Expirations

The **Expirations** tab configures the Maintain job, which deletes expired facts from Data Mart tables.

- **Record Details**—The number of days after which the detailed task (`task_fact`, `task_event_fact`, and `task_work_fact`) data will be removed from the database.
- **Aggregation 15 min**—The number of days after which the data will be removed from 15-minute aggregation tables.

Tenant Attributes

The **Tenant Attributes** tab enables selection of up to 5 of a tenant's custom attributes, that will be loaded into the CUSTOM_DIM dimension and associated to the tenant via the **CUSTOM_DIM_KEY** field.

- **Custom Attribute 1-5**—User-configured custom Tenant attributes, selectable from the list of Custom Attributes attached to the Tenant.

Department Attributes

The **Department Attributes** tab allows selection of up to 5 of a departments's custom attributes that will be loaded into the CUSTOM_DIM dimension and associated to the departments via the **CUSTOM_DIM_KEY** field.

- **Custom Attribute 1-5**—User-configured custom Department attributes, selectable from the list of Custom Attributes attached to any Department within the Solution.

Process Attributes

The **Process Attributes** tab allows selection of up to 5 of a process' custom attributes, that will be loaded into the CUSTOM_DIM dimension and associated to the processes via the **CUSTOM_DIM_KEY** field.

- **Custom Attribute 1-5**—User-configured custom Process attributes, selectable from the list of Custom Attributes attached to any Process within the Solution.

Task Attributes

The **Task Attributes** tab defines up to 10 names of a task's custom attributes that will be loaded into the `task_fact` custom attribute fields (`CUSTOM_ATTRIBUTE 1-10`). Names must start with a letter, and only underscores and alphanumeric characters are supported.

Dimension Mapping

The **Dimension Mapping** tab defines up to 5 comma-separated names of a task's custom attributes that will be loaded into the CUSTOM_DIM dimension and associated to the task via the **CUSTOM_DIM_KEY** field. Names must start with a letter, and only underscores and alphanumeric characters are supported.

Lookup Tables

Overview

You can specify lookup tables that can be used in rules, custom attributes, and metrics. Lookup tables are simple key/label pairs and are displayed as dropdown controls. Although business rules are managed in the Genesys Rules System, it is still possible to create rule parameters that use values from iWD Lookup Tables. Example: the **taskChannels** parameter in the iWD Standard Rules Template presents the user with a list of task channels that are read from an iWD Lookup Table.

The **taskChannels** parameter is configured as a database type rule parameter. The configuration of that parameter instructs the Genesys Rules Authoring Tool how to query the Configuration Server database to retrieve the values of the out-of-the-box iWD Lookup Table called **channels**. To create additional rule parameters that will retrieve the values from other Lookup Tables, you can make copies of the **taskChannels** parameter and modify the SQL query, changing the name of the Lookup Table from **channels** to the name of your Lookup Table.

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 a column head. Clicking a column head 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.

Actions

To add a new Lookup Table

Either:

- From the List view, click **New** and complete the Lookup Table's details.

- Display the details of a Lookup Table and click **Clone**, then edit the details.

To add a new key/label pair to a Lookup Table

Display the Lookup Table by selecting it, then click **Add** and complete the new details.

Other Actions

From this context you can **Delete** or **Move** this Lookup Table. You can move the Lookup Table only to another Tenant. Runtime IDs are not moved in the Move function—you must create a new one for the Lookup Table in its new Tenant.

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