

GENESYS

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iWD Deployment Guide

Creating a Capture Point for IWD Web for Automated Task Upload

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Creating a Capture Point for IWD Web for Automated Task Upload

In order to use the automatic job upload feature in release 9.0, you must configure a special IWD Web capture point in GAX. This type of capture point is similar to a File capture point. In its configuration you specify:

- The locations/folders for:
 - Inbound tasks—The location to which the source system will write new XLS/XLSX/CSV files, to be fetched by the iWD Web importer.
 - Partially processed tasks—The location for files for which at least one record could not be processed.
 - Processed tasks—The location for files after they have been successfully processed by the iWD Web importer.
 - Error—The location for files containing a format error which has caused processing to fail.
- The frequency with which the Inbound folder will be scanned.

Creating the iWD Capture Point application in GAX

Import the iWD Capture Point template in GAX

- 1. Navigate to **Environment -> Application Templates**.
- 2. Click New.
- 3. Click **Import Application Template** in the top right corner.
- 4. Choose the correct iWDCapturePoint.apd file.
- 5. Click **OK**.

Creating the iWD Capture Point Configuration Object in GAX

- 1. Navigate to **Environment -> Applications**.
- 2. Click New.
- 3. Select the correct the iWD Web Capture Point template.
- 4. Select the **Host** (**General** tab) and **Tenant** (**Tenant** tab).
- 5. In the **Application Options** tab, set the configuration options for the capture point as shown in the table below.
- Open the iWD Web Server application and add the newly created iWD Capture Point(s) to the connections list.

Capture Point Application Options

Option Name	Changes Take Effect	Mandatory	Default Value	Туре	Description
[default-values	·]				
InteractionType	After restart	Yes	Inbound	String	Interaction type
InteractionSubty	p&fter restart	Yes	InboundNew	String	Interaction subtype
IWD_solutionId	After restart	Yes	SLT1	String	Solution ID
IWD_tenantId	After restart	Yes	SYSTEM	String	Tenant runtime ID
MediaType	After restart	Yes	Workitem	String	Interaction default media type
Queue	After restart	Yes	IWD_New	String	Default interaction queue
[settings]					
capture-point- type	After restart	Yes	iwdweb	String	A capture point is instantiated only if this option is set to iwdweb.
inbound-scan- interval	After restart	No	10	Integer	Defines (in seconds) how often the inbound directory is scanned for new files. Value range: 0 - Integer.MAX_VALU (32-bit)
inbound- directory	After restart	Yes		String	Defines the path to the inbound directory in the file system
error-directory	After restart	No	Error	String	Defines the path to the error directory. If it exists, it must be different from all other directories specified in the options.
partially-	After restart	No	PartiallyProcesse	dString	Defines the

Option Name	Changes Take Effect	Mandatory	Default Value	Туре	Description
processed- directory					path to the partially processed directory. If it exists, it must be different from all other directories specified in the options.
processed- directory	After restart	No	Processed	String	Defines the path to the processed directory. If it exists, it must be different from all other directories specified in the options.
move-non-compatible-from-inbound-default	After restart	No	true	Boolean	If set to true, non-compatible files from the inbound directory (files that do not have either .XLS, .XLSX or .CSV file extensions) are moved to the Error directory. If the error-directory option is not configured, or its value is empty, and the move-non-compatible-from-inbound-default option is set to true, non-compatible files will be deleted from the inbound directory. If set to false, non-compatible files in the inbound directory are

Option Name	Changes Take Effect	Mandatory	Default Value	Туре	Description
					ignored.
skip-lines	After restart	No	0 (zero)	Integer	Number of lines to skip before header lookup. Value range: 0 - Integer.MAX_VALUI (32-bit)
[mapping]					
<attribute>.na</attribute>	anAÆter restart	Yes	N/A	String	Column name to attach the attribute to.
<attribute>.df</attribute>	After restart	No	N/A	String	Date format for current attribute. Use JVM SimpleDateFormat pattern as specified in the official Oracle documentation.
<attribute>.va</attribute>	ıl ıÆ ter restart	No	N/A	String	Override file value with provided value only if cell value is empty .