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Working with the iWD Business Process in Composer

Cloning the Composer iWDBP to Create New Business Processes

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Cloning the Composer iWDBP to Create New Business Processes

To clone the IWDBP in Composer (iwd_bp_comp) in this way, you must have the Genesys Deployment Agent (GDA) running.

Cloning the iWD Business Process Using Configuration Manager

iWD allows you to create more than one iWD business process (or complete interaction workflows) in one tenant. For example, interactions from different media types can be handled by separate business processes.

Procedure

1. Copy the iwd_bp_comp delivered with the iWD Manager installation package (for example, iwd_bp_comp -> iwd_bp_comp1).
2. Change the project name in the .project file (for example, <name>iwd_bp_comp</name> -> <name>iwd_bp_comp1</name>).
3. Change the project name in the .composer file (for example, project-name="iwd_bp_comp" -> project-name="iwd_bp_comp1").
4. Import the iwd_bp_comp copy to an instance of Eclipse with Composer already installed.
5. To create configuration objects, open the copy of iwd_bp_comp created in step 1, expand **Interaction Processes** and select **Main.ixnprocess**.
6. Right-click and then select **Publish to Configuration Server**.
7. Select the iwd_bp_comp copy project, right-click and select **Generate All**.
8. Check the **Deploy Project** and **Publish Data to Configuration Server** boxes, then click **Finish**.
9. Navigate to **iWD GAX Plugin** -> **<used tenant>** -> **<used solution>** -> **Business Structure**.
10. Change the queue names to the newly created queues.

Additional Configuration

Interaction Queues

iWD recognizes seven interaction queues. By default they are created by the delivered iWD business process (iwd_bp_comp) and have the following names:

- `iwd_bp_comp.Main.iWD_New`
- `iwd_bp_comp.Main.iWD_Captured`
- `iwd_bp_comp.Main.iWD_Queued`
- `iwd_bp_comp.Main.iWD_Completed`
- `iwd_bp_comp.Main.iWD_Rejected`
- `iwd_bp_comp.Main.iWD_Canceled`
- `iwd_bp_comp.Main.iWD_ErrorHeld`

If there is more than one business process, customized queues must be configured for each solution in the iWD GAX Plug-in. The set of allowed queues is taken from all defined business processes. The names of the chosen queues will then be used by both iWD Manager and iWD Data Mart instead of the default ones.

Adding Custom Queue Names to Interaction Server

You must also ensure that the names of all customized queues for completed tasks are added to the list of queue names in Interaction Server in the **completed-queues** option.

Filters

Pre-defined filters on the Global Task List have explicit queue names in their conditions. When custom queues are defined, it is necessary to update filters' criteria with generic queue names instead of explicit ones. For example, the filter criterion `Queue is iwd_bp_comp.Main.iWD_Completed` should be changed to `Queue is Completed`. After such a change the filter will work correctly in all solutions with defined custom queues for completed tasks.

The following filter criteria support generic queue names:

- `Queue is '{queue}'`,
- `Queue is not '{queue}'`.

When you choose one of these criteria in the **Filters** page of iWD Manager, a drop-down list appears in place of `'{queue}'`. There are seven generic queue names available on the list:

- `iwd_bp_comp.Main.iWD_New`
- `iwd_bp_comp.Main.iWD_Captured`
- `iwd_bp_comp.Main.iWD_Queued`
- `iwd_bp_comp.Main.iWD_Completed`
- `iwd_bp_comp.Main.iWD_Rejected`
- `iwd_bp_comp.Main.iWD_Canceled`
- `iwd_bp_comp.Main.iWD_ErrorHeld`

and a special value, `"(Custom...)"`. When `"(Custom...)"` is selected, an edit box appears that allows you to write an explicit queue name.

Integrated Capture Points

Integrated Capture Points' options must be set accordingly so that they can put new or modified interactions in the correct interaction queues. When an integrated Capture Point is connected with an iWD solution, its options are automatically synchronized with the solution. The following options are updated in Capture Points to work with a customized iWD business process:

JMS Capture Point and File Capture Point

- inbound-transformer-parameters
 - CancelQueues
 - CompleteQueues
 - RestartQueues
- outbound-transformer-parameters
 - CancelQueues
 - CompleteQueues
 - ErrorHeldQueues
 - RejectQueues
 - RestartQueues

Web Service Capture Point and Database Capture Point

- iwd-parameters
 - CancelQueues
 - CompleteQueues
 - ErrorHeldQueues
 - RejectQueues
 - RestartQueues

All Capture Points

- default-values
 - Queue

The following mapping between configured queues and Capture Points' options is maintained.

Capture Point Option	iWD Solution's Queue	Default Value
default-values/Queue	New	iwd_bp_comp.Main.iWD_New
RestartQueues	New	iwd_bp_comp.Main.iWD_New
CompleteQueues	Completed	iwd_bp_comp.Main.iWD_Completed

Capture Point Option	iWD Solution's Queue	Default Value
RejectQueues	Rejected	iwd_bp_comp.Main.iWD_Rejected
CancelQueues	Canceled	iwd_bp_comp.Main.iWD_Canceled
ErrorHeldQueues	Error Held	iwd_bp_comp.Main.iWD_ErrorHeld

The options are updated whenever a user changes any of the queues in the iWD Solution configuration in GAX. They are also modified when a user changes the assigned Solution in the Capture Point's configuration in GAX. If no Solution has been assigned to the Capture Point, the queue options can be set manually.