iWD Deployment Guide

Configuration

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Align Business Structure and Business Requirements

In some businesses, the way you define Departments and Processes in iWD will directly align with how the business views distribution and reporting.

In other cases, consider aligning Departments and Processes with your reporting requirements and use Genesys skills to align with distribution. This is the recommended approach because the Departments and Processes can then be used as input in the Data Mart plug-ins—that is, the pre-defined attributes of Department and Process can be used to support the reporting metrics and dimensions. This makes it easier to provide statistics from a business point of view.

Consider Using Multiple iWD Tenants

Consider configuring more than one iWD managed tenant, where each tenant aligns to a different business unit. This allows you to configure dedicated custom attributes in iWD Data Mart for each business unit. It also reduces the amount of data iWD Data Mart has to process from the Interaction Server Event Log database. This means you will need to set up multiple iWD Data Mart instances, but this configuration is more scalable.

> **Important**
>
> Using tenants is a recommended solution, but it is possible to use different solutions, because iWD Data Mart is a per-solution entity.

Load Balance GRE in High Volume Deployments

If your iWD solution has particularly high volumes or uses frequent reprioritization, it might be useful to set up a cluster of Genesys Rules Engines (GRE) in a load-balanced configuration. Consider updating the out-of-the-box IWDBP business process to add a subroutine with this type of load balancing, with multiple runtime nodes within the solution. You can make the number of retry attempts configurable as a strategy variable or within a List Object so the value can be modified without changing the strategy itself.