

GENESYS

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iWD Deployment Guide

Configure a Web Service Capture Point for iWD Web

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Important

To configure automated upload in release 9, you cannot use a Web Service Capture Point. You must create an IWD Web capture point

If you selected Spring profile wscp

If you chose the wscp value for the Spring profile, you need to configure a Web Service Capture Point (WSCP) for iWD Web to use. The quickest way to do this is to clone an existing WSCP and make configuration changes specific to your iWD Web application and environment. Or, you could create a new one in GAX using the information in this topic.

Once a wscp is created, provide the URI to it as an application option of iWD Web Server application object: [boot] iwdweb.wscp.uri = <WSCP_URI>

For example, **<WSCP_URI>** may look like this:

http://<wscp_host>:<wscp_port>/Genesys/Interaction/<wscp_object_name>/WebServiceCapturePoint

If you selected Spring profile **default**

Either create a new WSCP dedicated to iWD Web or clone an existing one and make the following configuration changes:

1. Change settings:capture-point-type to a dummy capture point type—for example, X_webservice_X.

Important

If the default profile is used, only the runtime_id property from the Capture Point is used. The dummy capture point that you create should not be used by any other applications, tools or clients. The iWD Web WSCP capture point runtime_id property is added to each task which is sent to Interaction Server. The runtime_id property allows iWD Manager to identify the originator of iWD Web tasks. Based on this property, Data Mart is also able to identify these tasks and calculate aggregates which are used to calculate statistics.

2. Make a note of the newly created capture point's runtime_id.