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Working with the iWD Business Process in Composer

New Features by Release

12/16/2025

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New Features by Release

9.0.011

- ORS Business Process improvements
 - Error handling: fixed several cases where error messages were not provided.

9.0.010

- ORS Business Process improvements
 - The maximum number of retries to connect GRE/UCS is now restricted for the InvokeGRE and InvokeUCS strategies in order to prevent an infinite loop if GRE/UCS is down.
 - The iWD Business Process now properly handles ORS timeouts and GRE/UCS unavailability.

9.0.004

- ORS Business Process improvements
 - A **Pause** block with a configurable delay has been added to the InvokeGRE workflow to guarantee that interaction updates will be received. By default, the delay value is set to 0. Previously during the task life cycle, when the Genesys Rules Engine changed interaction properties, ORS did not always have enough time to receive an acknowledgement of the changes from Interaction Server and so it continued executing the workflow. This could lead to unexpected behavior. For example, tasks might go to the ErrorHeld queue sporadically without visible reasons. There is more information here:
 - [IWDBP Strategies & Subroutines](#).