Working with the iWD Business Process in IRD

Prerequisites

12/16/2025

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Contents

Software Requirements

The general software prerequisites for iWD must be in place, plus:

- Interaction Routing Designer 8.1.2 or higher.

Other Information Resources

- The **Universal Routing 8.1 Deployment Guide** describes how to have the Interaction Design shortcut bar appear in IRD, if it has not appeared automatically.

- The **Universal Routing 8.1 Business Process User's Guide** provides an in-depth discussion of business processes.

- The **Universal Routing 8.1 Interaction Routing Designer Help Zip** describes how to create, save, import and export a business process, and how to load the strategies that comprise the business process.

Important
The IRD Main Window contains a Business Processes list pane that is disabled by default, but can be enabled