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Performance DNA Administrator Guide

Workflow Integration Settings

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Workflow Integration Settings

The following settings are required to configure a Workflow Integration system and they are configured in the **Workflow Integration Settings** section.

Workflow Integration Enabled - Whether to enable integration with a Workflow Integration system. If this is enabled then the other Workflow Integration settings are visible.

Workflow Integration Proxy Enabled Whether to use the configured proxy when connecting to a Workflow Integration system.

Workflow Integration URL Endpoint - The full URL of the Workflow Integration Endpoint (for example, http://192.168.254.121:7610/Genesys/Interaction/PFS_WS_CP/WebServiceCapturePoint)

E-Routing Mode - Select the mode that the Workflow Integration Endpoint is using. You can select either **IWD** or **Native**.