



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Performance DNA Administrator Guide

Workflow Integration Settings

12/19/2025

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**.