GENESYS™

iWD Runtime Node

9.0.015.05

12/17/2025

9.0.015.05

iWD Runtime Node Release Notes

9.x **iWD Runtime Node** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/14/21	Update			X			X

What's New

This release includes the following new features and enhancements:

- Support for new dimensions, such as multimedia type and interaction type, has been added.

  - The core fact tables (TASK_WORK_FACT, TASK_FACT) have been expanded. They now allow you to describe facts with media type and interaction type.

  - Aggregate tables have been extended with new attributes:

    - MEDIA_TYPE_KEY for Age, Agent, Capt, Classif aggregate plugins.

    - INTERACTION_TYPE_KEY for Agent aggregate plugins.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- intelligent Workload Distribution

Genesys Products

- List of Release Notes

Important

Starting with this release, Genesys strongly recommends using native plugins provided with iWD. Kettle aggregation plugins do NOT support the new dimensions added in this release. Use of custom Kettle plugins is fully supported.

Resolved Issues

This release contains the following resolved issues:

Existing historical data in GCXI detailed reports is now correctly updated with the default media type value. (IWD-9661)

If you have already installed release 9.0.015.03, please follow the migration procedure here.

Incorrect calculation of the "Number of completed tasks" (**cmpl_task_count**) metric has been fixed. EventStopProcessing, sent by the Removal (or any other) strategy, no longer causes double counting of a task that is completed but not yet archived. (IWD-9573)

Upgrade Notes

See Migration.