



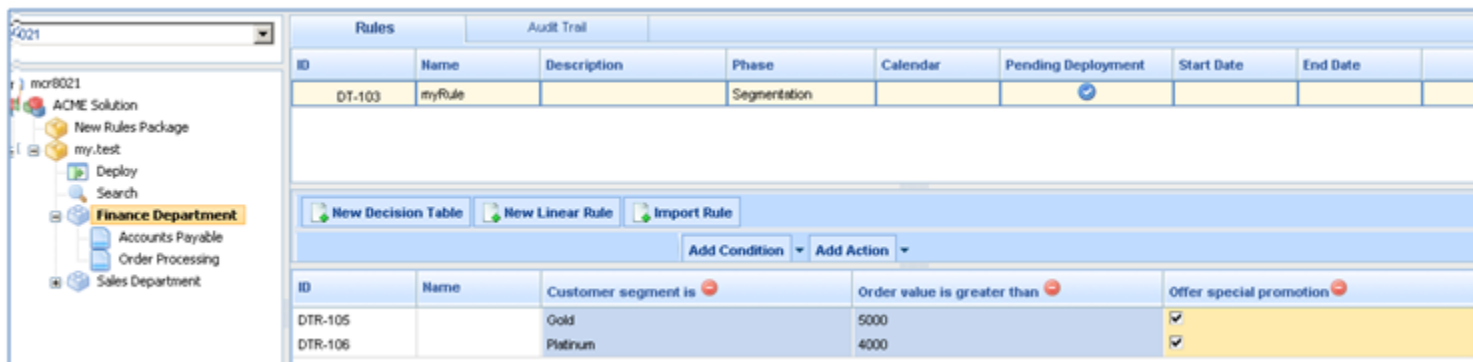
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## Example - VXML Application

Rule Package

# Rule Package

The rule package that is created for this example is called `my.test`. Three rules are defined within the package. Two of the rules are defined as two rows of a single Decision Table, which is created at the Finance Department node of the business structure.



Decision Table

The rule checks two conditions:

- The value of the segment property of the Customer fact
- The value of the order property of the Customer fact

If the conditions are all true, the rule will fire a single action, which is to set the value of the offer property of the Customer fact to 1.

The third rule is defined as a linear rule and has been created at the Accounts Payable node of the business structure.

## Rule Package

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The screenshot displays the Genesys Rules Engine interface. On the left, a tree view shows the project structure: 'my.test' is selected under 'New Rules Package'. The main area is titled 'Rules' and contains a table with columns: ID, Name, Description, Phase, Calendar, Pending Deployment, Start Date, and End Date. A single rule is listed: 'Rule-117' with name 'myRule2', description 'Segmentation', and phase 'Segmentation'. Below the table are buttons for 'New Decision Table', 'New Linear Rule', and 'Import Rule'. Further down are 'Add Condition', 'Add Action', and 'Group' buttons. A table below these buttons shows the rule's logic:

Section	Expression	Parameters
When	Customer segment is	Bronze
	Order value is greater than	8000
Then	Offer special promotion	<input checked="" type="checkbox"/>

Linear Rule

This rule checks the same conditions—and has the same action—as the rules that are defined at the Finance Department node. Normally, you might expect this rule to be a third row in the earlier decision table, at the Finance Department node. It is included here only to demonstrate how the rules at different nodes in the business structure can be evaluated.

The my.test rule package is deployed to the Genesys Rules Engine or, in release 8.1.2, an application cluster. When two or more conditions are listed, there is an implied “and” between them. So, this rule is saying that “when the customer segment is bronze and the order value is greater than 8000, then offer special promotion”. The rule author can also choose other logical operators, such as OR, NOT, AND NOT, and so on.