GENESYS™

Genesys Rules System Overview

GRS Lifecycle Overview

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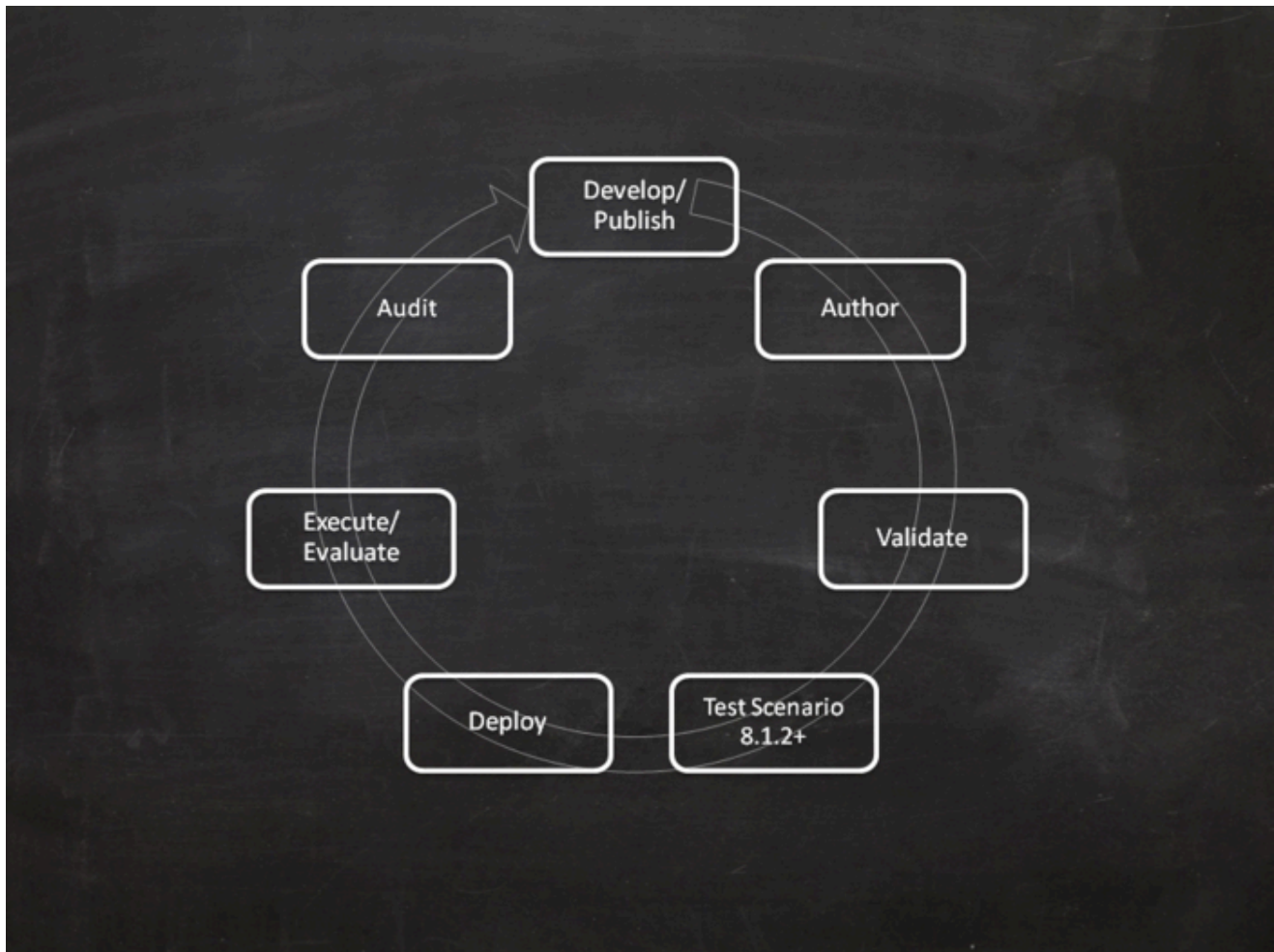
1. GRDT—Rule templates are DEVELOPed and the templates are PUBLISHed to the rules repository.

2. GRAT—Authors then create a rule package that incorporates one or more rule templates. GRAT is also where users:

   a. Create new rules packages that incorporate rule templates +DETAIL

   b. AUTHOR rules inside the rule package based on the rule templates +DETAIL

   c. VALIDATE the rules

   d. Run TEST SCENARIOS for the rules (from release 8.1.2 onwards) +DETAIL

   e. DEPLOY their rule package to the Genesys Rules Engine +DETAIL

   f. AUDIT the rules package +DETAIL

   g. GRE—Client applications (for example, the iWD business process (IWDBP)) then make requests to

the Genesys Rules Engine to VALIDATE and EVALUATE the rules in the rule package at various decision points in a task's lifecycle.