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# Genesys Rules System Overview

Using GRS with Other Genesys Solutions

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# Using GRS with Other Genesys Solutions

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## Supported Solutions

GRS is used by Genesys solutions, including:

- intelligent Workload Distribution
- Conversation Manager
- Genesys Proactive Engagement (formerly Genesys Web Engagement)

It is also used by:

- VXML applications executed by the Genesys Voice Platform + **EXAMPLE (new document)**
- SCXML applications executed by the Genesys Orchestration Server

Each of these solutions also has its own GRS configuration requirements—for example;

- Configuring the proper rule template type when creating a new template
- Configuring the proper rule package type when creating a rule package
- Proper use of rule phases

## Support for intelligent Customer Front Door (iCFD)

Genesys Rules System adds agility and control to the intelligent Customer Front Door (iCFD) solution by enabling customers to make dynamic decisions about how to treat their customers. For example, based on information about a customer collected through the Genesys Voice Platform and from Genesys Conversation Manager, Genesys Rules System can help to determine the best message (such as a product upsell opportunity) to play to the customer.

## Support for intelligent Workload Distribution (iWD)

Genesys Rules System provides all the business rules functionality for the Genesys intelligent Workload Distribution (iWD) solution, a business application for dynamically prioritizing the distribution of work tasks to the people who are best suited to handle them. The Genesys Rules System enables business users to define priorities, Service Level Agreements, and other attributes of tasks.

Starting with release 8.1.0, the iWD solution no longer has its own embedded rules engine service, and rules development and authoring user interfaces are no longer integrated into iWD Manager. Instead, iWD now uses the Genesys Rules System to provide all of this functionality. iWD provides a Standard Rules Template for use with the Genesys Rules System, and the Genesys Rules Authoring Tool (GRAT) can be launched from iWD Manager without the need for separate user authentication.

**[Read about IWD and the Genesys Rules System](#)** (new document)

## Support for Proactive Engagement

Genesys Rules System release 8.1.2 implements a new template type (CEP—Complex Event Processing) for Genesys Proactive Engagement (GPE - formerly Genesys Web Engagement). This template type enables rule developers to build templates that rule authors then use to create rules and packages that use event fact types. Choosing this template type determines:

- How the Drools Rule Language (DRL) is eventually generated by the GRAT.
- Which applications the rule package can be deployed to.

**[Read about Genesys Proactive/Web Engagement](#)** (new document)