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Genesys Rules System Overview

GRS Architecture

12/15/2025

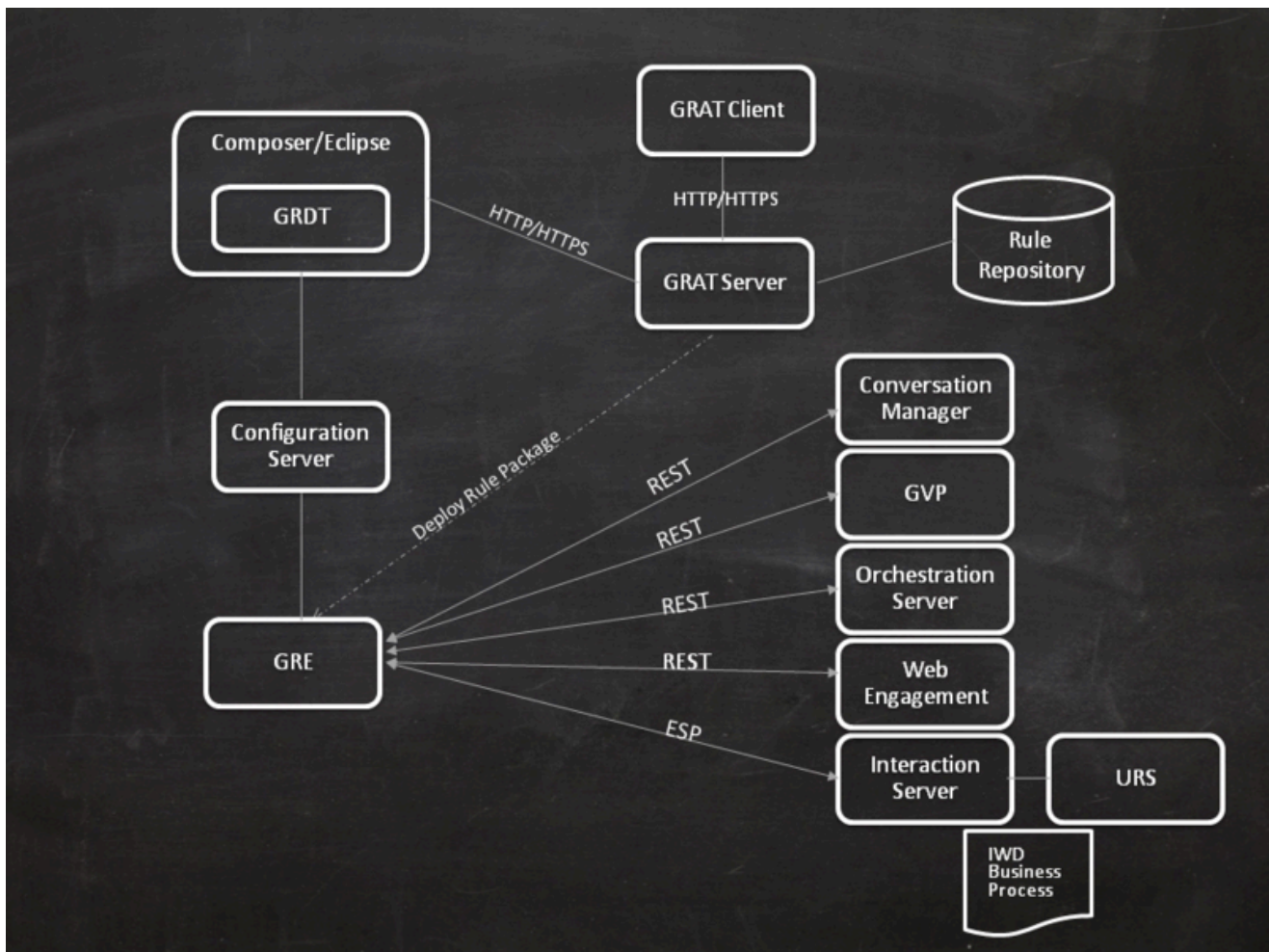
GRS Architecture

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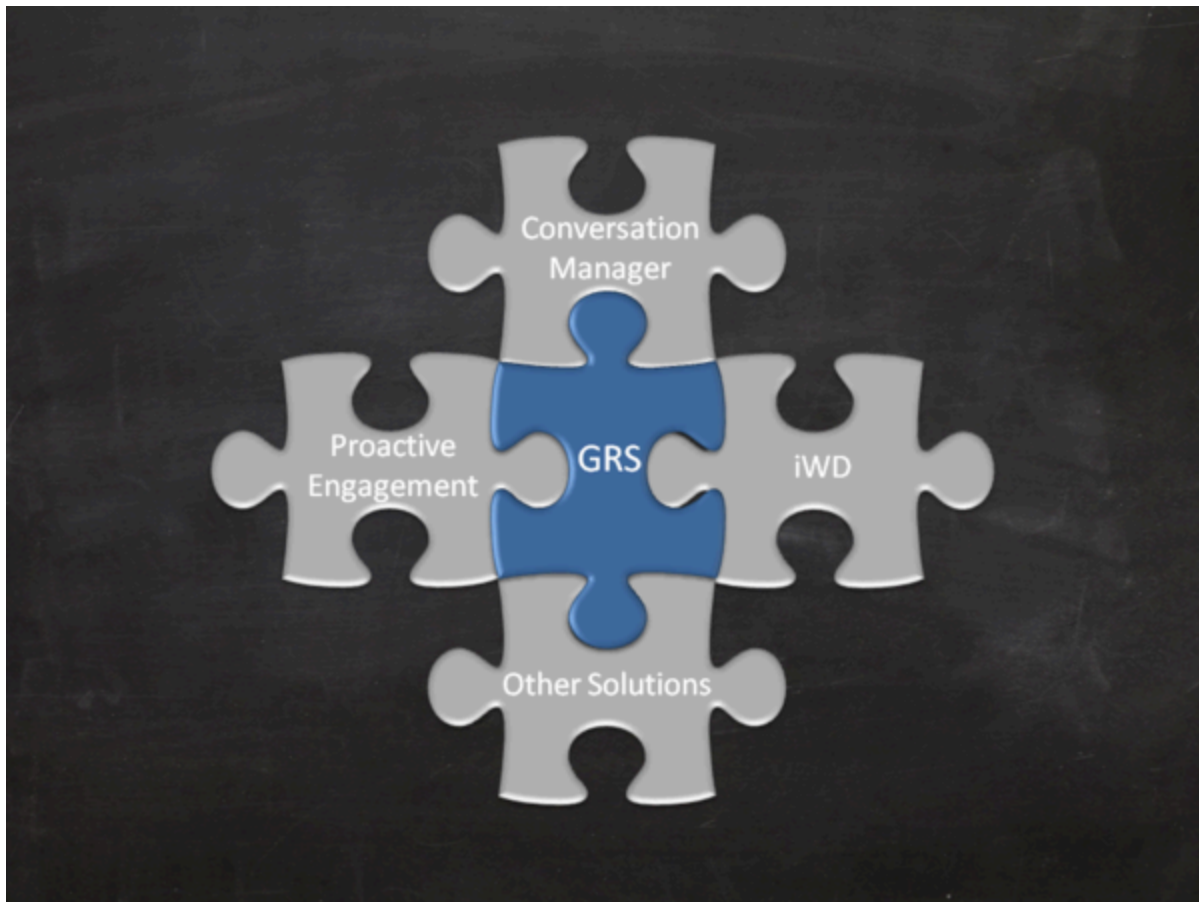
Genesys Eco-System

The schematic below shows the main Genesys Rules System (GRS) building blocks, their interrelationships, and the external components that are involved.



Single GRS Architecture

Depending on your expected load, it is possible to use one instance of GRS for several solutions simultaneously.



Multiple GRS Architecture

It is anticipated for most larger implementations that you would use dedicated instances for each solution.

