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Genesys Rules System Overview

Rule Templates

Rule Templates

Rule templates are created in GRDT, which is an Eclipse plug-in that can either be installed into a standalone Eclipse application or can be installed into Genesys Composer. Rule templates are used to define the building blocks that are used by rules authors to build rules for task classification and prioritization at the Global, Department, and Processes levels of the business structure of Genesys solution.

Rule templates are made up of several elements:

- Actions—Contain then expressions.
- Conditions—Contain when or if expressions.
- Enumerations—Define lists of possible choices that will be displayed to the business rule author.
- Fact models—All rule templates include a fact model with one or more facts.
- Events—From release 8.1.2, to support Complex Event Processing, template developers need to be able to designate certain facts as events.
- Functions—Sometimes used to support rule conditions and actions—for example, when parsing of timestamps is required.
- Parameters—Database, Web Service and Workforce Management parameters are used in the actions and conditions.

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Support for User-Defined Template Types

In release 8.1.2, hard-coding of template types for iCFD has been removed. Users can now define template types according to their own needs (including iCFD if required). A template designer can assign a type to their templates, and then indicate whether or not that type supports events. GRAT now automatically displays the list of template types published to it, and users can select these user-defined template types or define new ones.