GENESYS™

Genesys Rules System Overview

GRS Overview

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These pages give a high-level overview of how the Genesys Rules System operates within the Genesys eco-system. Start here for an introduction to basic components, elements and architectures of the GRS functionality.

For a worked example of creating a rule for a VXML client to send rule evaluation requests to the Genesys Rules Engine, please click **here** ⬀ .

GRS provides the ability to develop, author, and evaluate business rules. A business rule is a piece of logic defined by a business analyst. These rules are evaluated in a Rules Engine based upon requests received from client applications such as iWD, Conversation Manager and Genesys Proactive Engagement.

Components

GRS consists of three software components:

Genesys Rules Development Tool (GRDT) is an Eclipse plug-in that allows advanced users (business rules developers) to create templates that define the discrete rule conditions and actions that will comprise the rules. Each rule condition and action includes the plain-language label that the business rules author will see, as well as the rule language mapping that defines how the underlying data will be retrieved or updated. For each rule condition and action, the template developer decides what kind of data the rules author will be providing. Some examples include whether the input should be an integer value, a non-integer numeric value, a string, a selection from a pre-defined list, or a selection from a dynamic list.

Genesys Rules Authoring Tool (GRAT) is a browser-based application used by business analysts to create and edit packages of business rules based on the templates created in the Genesys Rules Development Tool.

Genesys Rules Engine (GRE) evaluates the rule packages (groups of rules). Rule packages are deployed to the Rules Engine by the Rules Authoring Tool. When a rule package has been deployed, Genesys applications will be able to request the Rules Engine to evaluate the logic that is defined in this rule package.