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GRS Best Practice Guide

Examples of Rule Template Development

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Examples of Rule Template Development

This section provides some examples of what a rule developer might configure in the Rules Development Tool. More detailed information about how to configure rule templates is provided in the Genesys Rules Development Tool Help. For specific information about how rule templates are configured to be used with the Genesys intelligent Workload Distribution (iWD) solution, refer to **iWD and Genesys Rules System**.