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GRS Best Practice Guide

Linear Rules—Examples

12/18/2025

Linear Rules—Examples

The **Add Condition** and **Add Action** drop-down lists are populated with all of the conditions and actions that were created in the rule templates that are included in the rule package. The drop-down lists contain the language expressions that the rule developers used during creation of the components, and not the rule language mapping. This makes it possible to create rules without knowing the rule language mapping or being familiar with Drools.

The parameters that are contained in each condition and action are represented by the names that are entered for them. The business rule author must replace this name either by entering a value (such as for an age range) or by selecting an option from the drop-down list (such as for an Agent Group).

Example 1—Route Age Range to Agent Group

WHEN a customer's age is within the range of 30-40 years, THEN the customer's interaction will be routed to Agent Group 1. In GRAT, create a new linear rule. Enter the name, phase, and so on, as desired, and then add a condition and an action. The phases from which the rules author can select are dictated by the rule template that the rules author is using.

There is an enumeration called Phases within the `_GRS_Environment` fact, that will be created whenever a new rules template project is created in the GRDT. If the Phases enumeration is not present, the rules author will simply see * in the Phase dropdown. In this case, Phase will not be considered when evaluating the rule package.

To create this rule, the rules author would select Age Range as the condition and enter 30 as the {ageLow} parameter and 40 as the {ageHigh} parameter. The action would be **Target Agent Group**, and Agent Group 1 would be selected from the {agentGroup} drop-down list. The figure below shows the linear rule in the Genesys Rules Authoring Tool.

The screenshot displays the Genesys Rules Authoring Tool interface. On the left is a tree view of the environment, including 'Environment', 'Site Solution', 'New Rules Package', 'rule.pkg', 'Business Calendars', 'Deploy', 'Search', and 'Demo'. The main workspace is divided into several sections. At the top, there are tabs for 'General', 'Rules', and 'Audit Trail'. Below these is a table listing rules, with one rule named 'Rule-10' having the name 'Age range' and description 'If a customer's age is'. Below the table are buttons for 'New Decision Table', 'New Linear Rule', and 'Import Rule'. Further down are 'Add Condition', 'Add Action', and 'Group' dropdown menus. The bottom section is a rule editor with two rows: 'When' and 'Then'. The 'When' row contains the expression 'Customer's age is between 30' and '40' with an 'and' connector. The 'Then' row contains the action 'Route to agent group' with the parameter 'Agent Group 1'.

ID	Name	Description	Phase	Calendar	Pending Deployment	Start Date	End Date
Rule-10	Age range	If a customer's age is	Classification		☒		

Section	Expression	Parameters
When	Customer's age is between 30	and 40
Then	Route to agent group	Agent Group 1

Example 2—Route from Voice to E-mail

This example is typical of a Conversation Manager scenario. WHEN a customer calls in (media type=voice) and they are a Gold segment customer whose phone number starts with 919, THEN offer a survey to the customer and send it by e-mail.

General		Rules	Audit Trail	Package History	
ID	Name	Description	Phase	Calendar	Pen
Rule-100	Cross-Channel	Route from voice to email	*	(None selected)	
DT-108	Multi-Channel	Route by segment, media, and service type	*	(None selected)	
DT-114	Routing	Route by state and media type	*	(None selected)	
Rule-120	Detect Frequency		*	(None selected)	
DT-124	Detect Frequency by Service Ty		*	(None selected)	
Rule-129	Throttle Communication		*	(None selected)	
Rule-132	Check Expiry for Renewal		*	(None selected)	

 New Decision Table

 New Linear Rule

 Import Rule

Cross-Channel

Add Condition ▾ Add Action ▾ Group ▾

Route from voice to email

Section	Expression	Parameters		
When	Media type is Customer segment is Customer	voice Gold PhoneNumber	starts with	919
Then	Offer survey to customer Send communication to customer via	☒ email		