Genesys Rules Authoring Tool Help

Linear Rules Overview

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Linear Rules Overview

A linear rule follows the following basic format:

```
WHEN {condition} THEN {action}
```

When the condition is true, the action will occur. This form of rule is best for simple actions, such as assigning a value to return back to the application. Note, however, that linear rules can have multiple conditions and actions, or only actions with no conditions.

The conditions and actions that are available depend upon the rule templates that are included in the rule package.

The following topics explain how to work with linear rules in GRAT:

- **Creating Linear Rules**
- **Updating Linear Rules**
- **Copying Linear Rules**
- **Importing Linear Rules**
- **Exporting Linear Rules**
- **Deleting Linear Rules**