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Genesys Rules Authoring Tool Help

Creating Business Calendars

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Creating Business Calendars

Follow these steps to create a new business calendar:

1. Navigate to the rule package to which the business calendar will belong in the Explorer Tree (verify that you have selected the correct Tenant from the **Tenant** drop-down list).
2. Select **Business Calendars** under the rule package in the Explorer Tree.
3. Click **New Calendar**.
4. The **ID** field is populated automatically. This is not editable.
5. Enter a **Name** for the business calendar. Use something descriptive that will make it easier to identify the rule, such as Regular Work Week.
6. Select which day of the week the week starts on (such as Monday).
7. Select the ending day of the week (such as Friday).
8. Enter the start time (such as 9:00 AM).
9. Enter the end time (such as 5:00 PM). If the end time is earlier than the start time, it is assumed that the workday spans midnight.
10. Select which time zone applies to this business calendar.
11. If necessary, you can configure business calendar rules for your new business calendar.
 - a. In the lower pane, click .
 - b. A new row will appear in the **Business Calendar Rules** panel. Enter a **Name** for the rule, such as **New Year's Day**.
 - c. Select the **Entry Type** for the rule, such as **Holiday**.
 - d. Select the **Calendar Placement**, such as **Annual** for New Year's Day, or **Relative** for Memorial Day. You might also need to configure a Fixed holiday, for example, if the holiday will be observed on a different day one year, because the actual holiday falls on a non-working day.
 - e. Enter the parameters for the rule, such as the specific date (January 1, for New Year's Day), or the x day of a specific month (such as the third Monday in May, for Memorial Day).
 - f. Click **Save**.