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Genesys Rules Authoring Tool Help

Exporting Rules Templates

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Exporting Rules Templates

You can export rule templates to an .XML file. Rule templates are stored in the repository as separate assets so they can be used by multiple rule packages. The rule templates are not part of the rule package themselves; the rule package refers to the rule templates that it needs.

It is not necessary to import or export the rule templates if you are importing or exporting to the same system (for example, backing up or restoring a rule package) or to an equivalent system (for example, a lab versus a production environment). However, if you are moving the rule package to a new system or sending it to Genesys for service, you should export both the rule templates and the rule packages so that, when imported, all referenced templates are available in the target system.

Refer to **Exporting Rule Packages** for details on how to export rule packages.

Important

To export a rule template, you must have **View Template** permission and **Read** access for the Script objects that represent the templates being exported.

To export a rule template:

1. In the Explorer Tree, select the **Tenant** tab.
2. Click **Export Rule Templates**. A dialog box opens in which you select the .xml file to import.

Important

You must export all versions of the templates so that on the target system, the repository can be reconstructed with the same version numbering as on the source system.

Warning

Be careful when changing templates or template versions, as it could affect existing rules. For example, an existing rule might use a condition that does not exist in a different version of the template. Consult with the rule template developer to ensure that you are choosing the correct templates and versions for your application.