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Genesys Rules Authoring Tool Help

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The Genesys Rules Authoring Tool (GRAT) is a browser-based application that enables you to create and edit business rules. Business rule authors use this tool to create, edit, or delete rules, and deploy them to either production or lab systems. The rules you create in the GRAT are based on rule templates that are either:

- Created by business rule developers using the Genesys Rules Development Tool (GRDT); or;
- Developed externally and imported directly into GRAT

All the functionality described here is available only to users who have the relevant permissions configured using role-based access control. Consult your system administrators if you do not have the permissions you need.

New in Release 8.5.1

Support for Conversation Manager Templates in Test Scenarios

The Test Scenario feature now supports rules based on the CM template. See **Support for Test Scenarios in Conversation Manager** (Best Practice/User Guide).

Test Scenario Enhancement

Test scenario results can now show details of how individual rule conditions were evaluated, enabling much more detailed debugging during rule development. See **Test Scenario Enhancement** (ReadMe, New in 8.5.1)

Nested Solution Business Hierarchy

If you have permission to create a new rule (Rule Package - Create) you can now add a new Rule Package at any node in the business hierarchy (a nested solution), rather than just at the first level. See **Nested Solution Business Hierarchy** (Best Practice/User Guide).

New in Release 8.5.001.21

Business Calendar and Timezone Enhancements

Business calendars have been enhanced to allow the timezone to be provided at rule-evaluation time. Business calendars have been enhanced to distinguish between holidays and non-working days. Timezone names are now prefixed with their UTC offset, to enable clearer sorting. The presence of an asterisk after the timezone name indicates that daylight saving operates there. See **Business Calendar Enhancements** (Best Practice/User Guide).

Show/Hide ID/Name in Decision Tables

You can now choose to either show or hide the **ID** and **NAME** columns in individual Decision Tables. The user interface now displays the 'hide' option on both ID and Name columns of a Decision Table body. (Previously this was displayed only for Conditions/Actions.) Click **X** to hide the column for any Decision Table. This preference is saved, so it will persist.

When the **ID** or **NAME** column is hidden, under **Add Condition** you will also see new entries—Show ID Column and/or Show Name Column—at the top of the list. These options allow you to show a previously hidden column.

Timezone names

Timezone names are now prefixed with their UTC offset to enable easier sorting and display in drop-down lists. For example; (UTC-5) Eastern Standard Time.

New Role Privilege

A new role privilege—Business Rule - Edit Only—allows a user to whom it is assigned to edit and save only the *parameter* values of a rule. No other permissions are granted with this role privilege.

New in Release 8.5.001.00

Support for Wildcards in Decision Tables

You can now use a wildcard symbol (*) in row data in a decision table (if the feature is configured by administrators). The wild card indicates that, for this row, the value for the parameter where it is used is unimportant and not to be evaluated. A wildcard selection now appears at the top of all lists, regardless of whether they are enumerations, business attributes, Configuration Server, database, and so on. In the case of numeric parameters, you must type in the wildcard value—GRAT now accepts that as a valid number field.

See **Creating Decision Tables**.

Conversation Manager Template

A new standard template for use with Genesys Conversation Manager is now supplied out-of-box with GRAT. The template can be found in the Examples folder in GRAT when you have installed or migrated to GRS 8.5.001. The template contains ready-made rules, rule packages, conditions, actions, facts, parameters and enumerations that enable the development of rules solutions to be speeded up, simplified and made more scalable. These elements will appear in GRAT selection lists when they have been imported into GRAT using the standard import functionality.

More information is available in the **Conversation Rules Template Guide** (new document).

Important

Rules and rule packages based on this new template cannot be tested using the Test Scenarios feature that was implemented in GRAT release 8.1.2, but can be tested with release 8.5.1.

New in Release 8.5.0

Cluster Deployment Success/Fail Notification

You can now click on the **Failed/Successful** status link in the **Deployment History** tab to view the deployment status of all nodes in the cluster. The notification shows server details and connection status, and deployment times. There is also a new **Refresh** button for the deployment history. See **Deploying Rule Packages**.

Re-ordering Decision Table rows

You can now use up and down arrows to re-order the rows in Decision Tables. In more complex rules and Decision Tables, it is possible that more than one row might evaluate as true, which means that the order in which the rows are processed is important. You can now move rows up and down to configure the order in which they are executed. You can also see an indicator at the foot of the screen showing whether the rows will be executed in bottom-up or top-down order. This order is configurable by your administrators. See **Creating Decision Tables**.

Export Rule History button

In the **Audit Trail** window, the **Export Rule History** button has been moved to the bottom right of the window next to the **Revert** button.

Screen layout improvements

Some screen layouts have been re-designed.
