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GRS Best Practice Guide

Working with Business Calendars

5/9/2025

Working with Business Calendars

In release 8.5.302, a new template and rule package are delivered that contains some business calendar definitions and examples to help you to understand and work with business calendars.

You can find the new deliverables here:

- **samples/Business Calendar/template**
- **samples/Business Calendar/rule package**

You can use this template to:

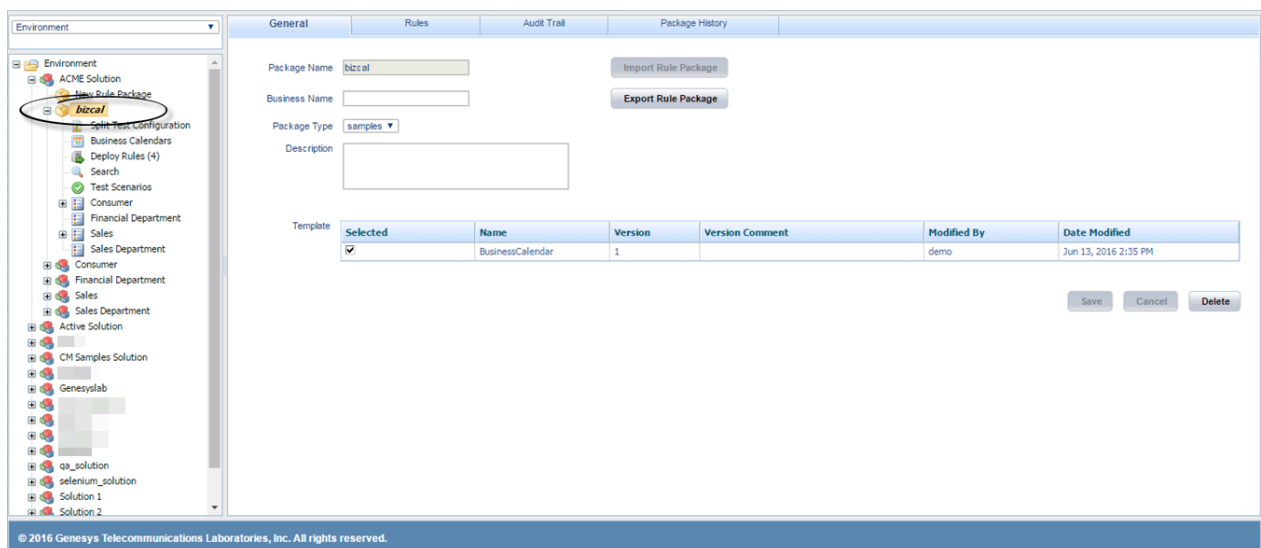
- Define a business calendar
- Access it from a rule (conditions/actions)
- Create test scenarios that show the different responses (normal, holiday, exception)

This sample rule template can be used standalone, or can be incorporated into your own template to provide business calendar functions.

Procedure

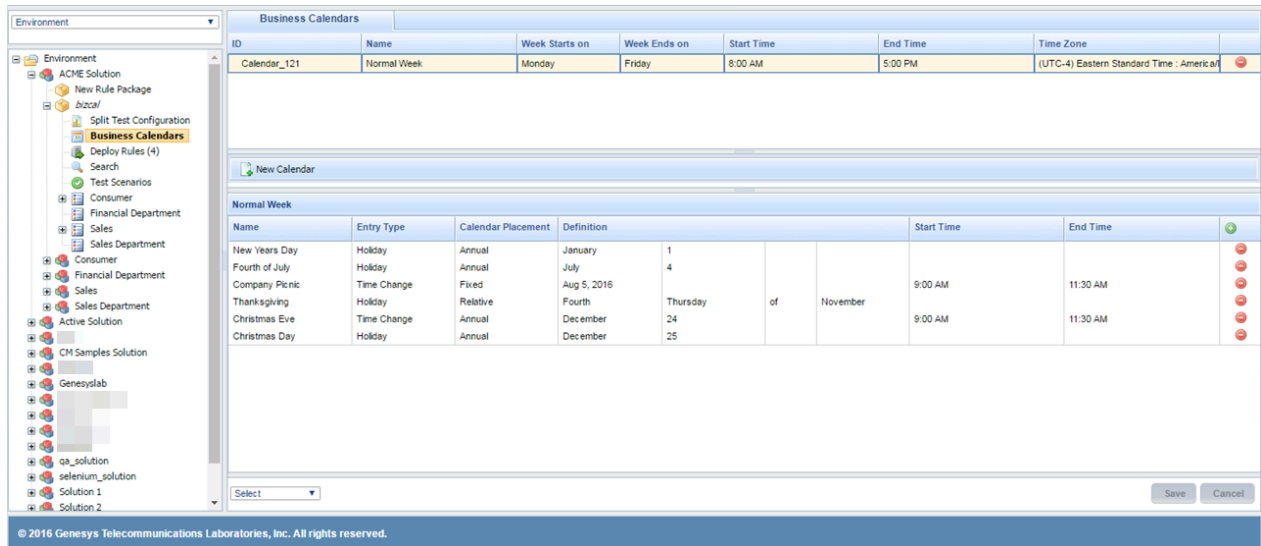
Click the graphics to enlarge them.

1. Import the template and rule package. You should see this:



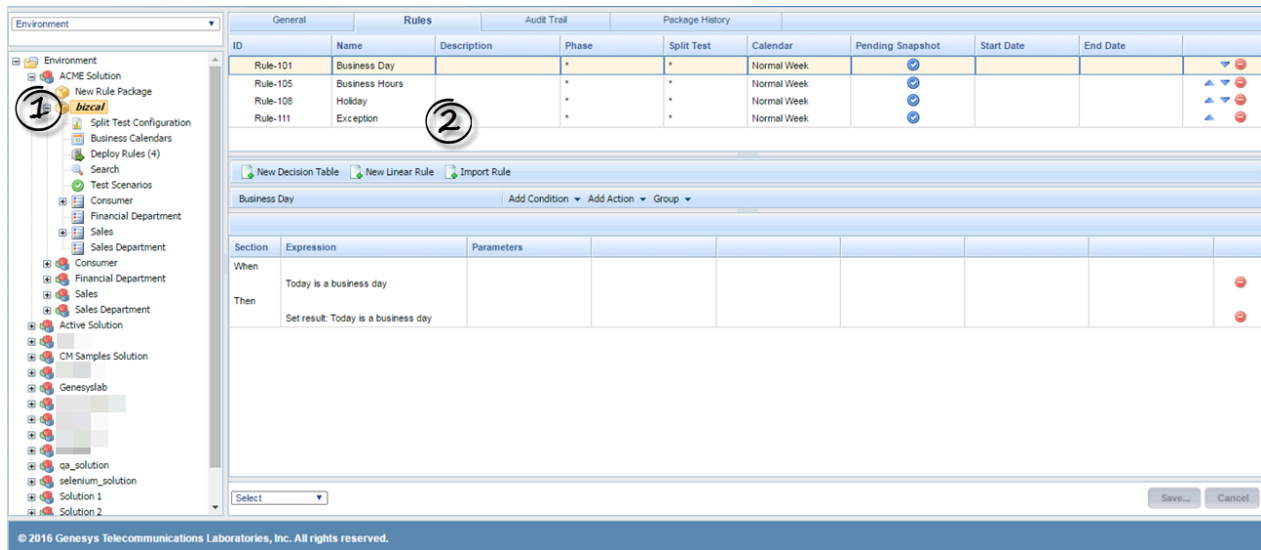
2. Make sure that the **bizcal** rule package is selected and click the **Business Calendars** node in the left

navigation pane to display the sample business calendar for the **bizcal** package.



One Business Calendar is defined that represents a standard work week plus typical holidays.

3. Click again on the **bizcal** node, then select the **Rules** tab. You should see this:



4. Sample rules are configured that would set a result for normal day, normal hours, holidays and exception days. This rule package could be used to provide either:

- A standalone HOOPs service that could be queried externally to determine whether it was currently a work day, weekend, holiday, and so on: or;
- A set of conditions that could be used in conjunction with other conditions/actions—such as:

“When today is a business day AND Customer Segment is Gold”...

You could then create a test scenario (or series of them) to simulate different times and days to see the results from the business

calendar rule.

5. To view and work with the sample test scenarios in this sample template, click the **Test Scenarios** node. You should see this:

The screenshot displays the 'Test Scenarios' interface. On the left is a tree view showing the project structure, with 'Test Scenarios' highlighted. The main pane shows a table of test scenarios:

ID	Name	Description	Phase	Business Hierarchy	Simulated Date	Simulated Time	Time Zone	Result
TS-114	Business Day	Monday at 10 AM	*	*	Jun 13, 2016	10:00 AM	(UTC-4) Eastern Standard Time : A	✓
TS-116	Business Day	Friday at 5 PM	*	*	Jun 17, 2016	5:00 PM	(UTC-4) Eastern Standard Time : A	✓
TS-118	Week-end	Saturday 8 AM	*	*	Jun 18, 2016	8:00 AM	(UTC-4) Eastern Standard Time : A	✓
TS-123	Holiday	Christmas	*	*	Dec 25, 2016	12:01 PM	(UTC-4) Eastern Standard Time : A	✓
TS-125	Time Change Exception	Morning of Company Picnic	*	*	Aug 5, 2016	9:00 AM	(UTC-4) Eastern Standard Time : A	✓

Below the table are buttons: 'New Test Scenario', 'Run Test Scenario', 'Run All', and 'Import Test Scenario'. Below these buttons is a section for 'Add Given' and 'Add Expectation'. Below that is another table showing details for a selected scenario (TSR-115):

ID	Name	Results	isDuringBusiness	isDuringBusiness	isHoliday	isDuringException
TSR-115		✓	✓	✓	✗	✗

At the bottom of the interface, there is a 'Select' dropdown and 'Save' and 'Cancel' buttons. The footer text reads: '© 2016 Genesys Telecommunications Laboratories, Inc. All rights reserved.'