



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# GRS Best Practice Guide

Linear Rules—Examples

12/19/2025

## Linear Rules—Examples

The **Add Condition** and **Add Action** drop-down lists are populated with all of the conditions and actions that were created in the rule templates that are included in the rule package. The drop-down lists contain the language expressions that the rule developers used during creation of the components, and not the rule language mapping. This makes it possible to create rules without knowing the rule language mapping or being familiar with Drools.

The parameters that are contained in each condition and action are represented by the names that are entered for them. The business rule author must replace this name either by entering a value (such as for an age range) or by selecting an option from the drop-down list (such as for an Agent Group).

### Example 1—Route Age Range to Agent Group

WHEN a customer's age is within the range of 30-40 years, THEN the customer's interaction will be routed to Agent Group 1. In GRAT, create a new linear rule. Enter the name, phase, and so on, as desired, and then add a condition and an action. The phases from which the rules author can select are dictated by the rule template that the rules author is using.

There is an enumeration called Phases within the `_GRS_Environment` fact, that will be created whenever a new rules template project is created in the GRDT. If the Phases enumeration is not present, the rules author will simply see \* in the Phase dropdown. In this case, Phase will not be considered when evaluating the rule package.

#### Important

From GRS release 8.5.300.06 onwards, the `_GRS_Environment` Fact must be provided for all rule evaluations. In earlier releases, this Fact could be omitted for rules at the package level that did not use a Phase (that is, the Phase was defined to be \* ). From 8.5.300.06, an empty `_GRS_Environment` fact must be provided in this case.

To create this rule, the rules author would select Age Range as the condition and enter 30 as the {ageLow} parameter and 40 as the {ageHigh} parameter. The action would be **Target Agent Group**, and Agent Group 1 would be selected from the {agentGroup} drop-down list. The figure below shows the linear rule in the Genesys Rules Authoring Tool.

The screenshot shows a rule configuration window. On the left is a tree view with 'Environment' at the top, followed by 'Site Solution', 'New Rules Package', and 'rule.pkg'. Below these are 'Business Calendars', 'Deploy', 'Search', and 'Demo'. The main area has tabs for 'General', 'Rules', and 'Audit Trail'. The 'Rules' tab is active, showing a table with columns: ID, Name, Description, Phase, Calendar, Pending Deployment, Start Date, and End Date. A single rule is listed: 'Rule-10', 'Age range', 'If a customer's age is', 'Classification', with a blue checkmark in the 'Pending Deployment' column. Below the table are buttons for 'New Decision Table', 'New Linear Rule', and 'Import Rule'. Further down are 'Add Condition', 'Add Action', and 'Group' buttons. At the bottom is a table with columns: Section, Expression, Parameters, and a red minus icon. It contains two rows: 'When' with 'Customer's age is between 30' and 'and 40', and 'Then' with 'Route to agent group' and 'Agent Group 1'.

### Example 2—Route from Voice to E-mail

This example is typical of a Conversation Manager scenario. WHEN a customer calls in (media type=voice) and they are a Gold segment customer whose phone number starts with 919, THEN offer a survey to the customer and send it by email.

The screenshot shows a rule configuration window. On the left is a tree view with 'Environment' at the top, followed by 'Site Solution', 'New Rules Package', and 'rule.pkg'. Below these are 'Business Calendars', 'Deploy', 'Search', and 'Demo'. The main area has tabs for 'General', 'Rules', 'Audit Trail', and 'Package History'. The 'Rules' tab is active, showing a table with columns: ID, Name, Description, Phase, Calendar, and Pending Deployment. A list of rules is shown: 'Rule-100' (Cross-Channel, Route from voice to email, \*), 'DT-108' (Multi-Channel, Route by segment, media, and service type, \*), 'DT-114' (Routing, Route by state and media type, \*), 'Rule-120' (Detect Frequency, \*), 'DT-124' (Detect Frequency by Service Ty, \*), 'Rule-129' (Throttle Communication, \*), and 'Rule-132' (Check Expiry for Renewal, \*). Below the table are buttons for 'New Decision Table', 'New Linear Rule', and 'Import Rule'. Further down are 'Add Condition', 'Add Action', and 'Group' buttons. At the bottom is a table with columns: Section, Expression, Parameters, and a red minus icon. It contains two rows: 'When' with 'Media type is voice', 'Customer segment is Gold', and 'Customer PhoneNumber starts with 919', and 'Then' with 'Offer survey to customer' (checked) and 'Send communication to customer via email'.