# Genesys Rules System Overview

Business Calendars

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# Business Calendars

A business calendar is a set of rules that define working days and hours, and holidays that are applicable for the business. Business calendars can be used in rules to perform date and time calculations, taking into account the working schedule of the business. Business calendars can be assigned once (for example, at the Global Rule level), or can be assigned dynamically in a rule when needed.

Business calendars consist of a set of standard mandatory attributes and optional business calendar rules. Business calendars must be assigned to a task before any business calendar-related calculations can be performed on task values. A Calendar can be assigned at the parent rule level, or to an individual rule. Only one calendar can be assigned to a task at a time, so a calendar can be assigned by one rule and then, overwritten by a later rule. Rule packages can contain one or more Business Calendars. Business calendars define the working days and hours of the organization. They can also be associated with any rule in the package.

Calendars are out-of-the-box classes available in the Fact Model that can be used by Rules. A calendar contains:

- Name
- Time zone
- Week start day and time
- Week end day and time
- Holidays (one or more)
- Time Change (one or more)

A holiday is fixed, relative, or annual.

- A fixed holiday contains the date of the holiday, including day, month, and year, such as 1/1/2010.
- A relative holiday contains the month and weekday of the holiday and whether it is on the first, second, third, fourth, or last day of that month, such as the third Thursday of November.
- An annual holiday contains the month and day of the holiday, such as July 4.

A time change indicates how the work hours can be adjusted on particular days; for example, defining a half day on a particular day of the work week. Like a holiday, a time change is fixed, relative, or annual and contains the same date definition as the corresponding holiday definition. In addition, the time change contains the start and end time for the defined date.

Business calendars are needed for defining rules based on work hours. For instance:

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WHEN Task is idle for more than 3 Working Days THEN increase Priority by 20


WHEN Today is a holiday AND Task is urgent THEN Agent Group is "Urgent Care"
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The italicized portions of the above examples use business calendar information.

|+DETAIL How to create a business calendar|