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Genesys Rules System Deployment Guide

Defining the Business Structure

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Contents

- 1 Defining the Business Structure
 - 1.1 Overview
 - 1.2 Procedure

Overview

The business structure is a hierarchy of business units. No business structure is created out-of-box for Genesys Rules System; the business structure must be configured in Genesys Administrator or Configuration Manager. For customers who are using the Genesys Rules System with intelligent Workload Distribution, the business structure is created in iWD GAX Plug-in and then synchronized with Configuration Server, after which it becomes available for use by the Genesys Rules System.

The business structure that you configure will be visible in the Genesys Rules Authoring Tool. Each rule package will display the business structure for the Tenant. Each Tenant can contain one more Solutions as the first level of the hierarchy, and rules can be defined at each level (node) of the business structure from Solutions down.

Rules that are configured for the Solution, known as global rules, are executed first, followed by rules configured for the first node of the business structure, then rules configured for the second node, and so on. Global rules are only “global” within the defined rule package.

The business structure that you create can vary depending on a number of factors. Sample structures are provided in this chapter. The structure can be product- or business-specific.

Object permissions are used to determine which elements of a business structure are visible to various users. See [Role-Based Access Control](#) for more information.

Your Tenant’s business structure is created under Resources for single-tenant Configuration Server, or under a Tenant for a multi-tenant Configuration Server.

Procedure

1. Navigate to the Resources folder for a single-tenant Configuration Server, or to the specific Tenant for a multi-tenant Configuration Server.
2. Open the Business Units/Sites folder (in Genesys Administrator) or Configuration Units (in Configuration Manager) folder.
3. Create a new top-level folder named Business Structure. This folder **must** be named Business Structure.
4. Within the Business Structure folder, click either New Unit or New Site to create at least one more Business Unit or Site (it does not matter whether you create a site or a unit). This new site/unit will represent the Solution.
5. Within the new folder (the Solution), additional levels of hierarchy can be created as needed, using either Business Units or Sites. The levels of hierarchy beneath the Solution level will represent the business context.

Warning

You cannot have the same node name across different departments in the hierarchy. So, you must either:

- Ensure that all node names within the business structure are unique, or;
- Add a condition to your template (for example, location) and have it passed in as a new Fact field.

Multiple Solutions can be created by creating additional Business Units or Sites directly beneath the Business Structure folder.

Read permission to the Business Structure folder must be provided to the users and/or access groups that you want to use the Rules Authoring Tool. Normally this will be propagated automatically, if the user or access group has permission to the Tenant object. If you do not want a user or access group to have permission to see all of the nodes of the business structure, you can control this by not giving that user or the access group(s) of that use read permission to those folders.