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Genesys Rules Authoring Tool Help

Rule Language Mapping

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Rule Language Mapping

When rule developers create the conditions or actions in a rule template, they enter the rule language mapping. With Genesys Rules System 9.0, use the 5.5 versions of the Drools Rule Language, found here:

<http://downloads.jboss.com/drools/docs/5.5.FINAL/drools-expert/html/ch04.html>

Because URLs change frequently, search the Drools web site for the Drools Expert User Guide, and then look at the table of contents of that guide for the information on the Drools Rule Language.

The rule language mapping is not visible to the business user when they are authoring rules in the Genesys Rules Authoring Tool. Instead, the rule authors will see the Language Expression that the rule template developer enters. The language expression is a plain-language description that uses terminology that is relevant to the business user, instead of low-level code. Rule language mapping is provided in the examples in the following section.

Language Expressions

When you are building a rule template, the Language Expression cannot use the open or closed parenthesis character. For example, the expression:

```
More than {parCallLimit} calls within {parDayLimit} day(s)
```

will result in an error when you try to save the rule in GRAT. But if you want the business user to see a parenthesis in GRAT, you can use backslash characters in your Language Expression. For example:

```
More than {parCallLimit} calls within {parDayLimit} day\s\).
```

HTML Constructs

For security reasons, GRAT does not allow any HTML commands to be entered as parameters of a rule. For example, if a condition is:

```
Customer requests a callback on {day}
```

and {day} is defined as a string, we would not allow a rule author to enter the string:

```
Customer requests a callback on <b>Tuesday</b>.
```

All HTML constructs will be removed from the string. This applies to string parameters as well as dynamic list parameters such as business attributes, database or web service.