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# Genesys Rules System Overview

GRS Overview

# GRS Overview

These pages give a high-level overview of how the Genesys Rules System operates within the Genesys eco-system. Start here for an introduction to basic components, elements and architectures of the GRS functionality.



GRS provides the ability to develop, author, and evaluate business rules. A business rule is a piece of logic defined by a business analyst. These rules are evaluated in a Rules Engine based upon requests received from client applications such as iWD, Conversation Manager and Genesys Web Engagement.

## Components

GRS consists of three software components:

**Genesys Rules Development Tool (GRDT)** is an Eclipse plug-in that allows advanced users (business rules developers) to **create templates** that define the discrete rule conditions and actions that will comprise the rules. Each rule condition and action includes the plain-language label that the business rules author will see, as well as the **rule language mapping** that defines how the underlying data will be retrieved or updated. For each rule condition and action, the template developer decides **what kind of data the rules author will be providing**. Some examples include whether the input should be an integer value, a non-integer numeric value, a string, a selection from a pre-defined list, or a selection from a dynamic list.

**Genesys Rules Authoring Tool (GRAT)** is a browser-based application used by business analysts to create and edit **packages of business rules** based on the templates created in the Genesys Rules Development Tool.

**Genesys Rules Engine (GRE)** evaluates the rule packages (groups of rules). Rule packages are deployed to the Rules Engine by the Rules Authoring Tool. When a rule package has been **deployed**, Genesys applications will be able to request the Rules Engine to evaluate the logic that is defined in this rule package.