iWD Deployment Guide

Rule Templates

5/9/2025

Rule Templates

Rule templates for iWD are created in the Genesys Rules Development Tool, which is an Eclipse plug-in that can either be installed into a standalone Eclipse application or can be installed into Genesys Composer.

Rule templates are used to define the building blocks that are used by rules authors to build rules for task classification and prioritization at the Global, Department, and Processes levels of the business structure of an iWD Solution.

Normally rule templates are created or modified by IT personnel. Defining new rule conditions or actions sometimes requires a basic knowledge of the Java programming language, although in many cases it is possible to review the syntax of existing rule conditions and actions as a guide.

Important

For more detail about rule template components, click here (opens in a new window).

All iWD rule templates include a fact called _GRS_Environment, which must not be modified. Unlike rule templates for other Genesys solutions, it is not necessary to create any additional facts for iWD rules.

Important

Rule conditions and actions are made up of a Language Expression and a Rule Language Mapping. The Language Expression defines what the rule condition or action does, in plain language. It is what the rules author (who is often a business user) will see when constructing a rule. The Rule Language Mapping defines the same Language Expression in Java code. This is the real code that is executed. Rule Language Mapping follows Drools syntax (which is Java with some minor extensions). Regarding available methods, there is a single variable available to rules called $data, which represents task attributes as a key-value collection. It is an instance of the KeyValueCollection class which is part of Platform SDK. For more information, see the Platform SDK Developer's Guide (release 7.6 or later).