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Genesys Rules System Deployment Guide

[Overview](#)

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Overview

Genesys Rules System 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 on requests received from client applications.

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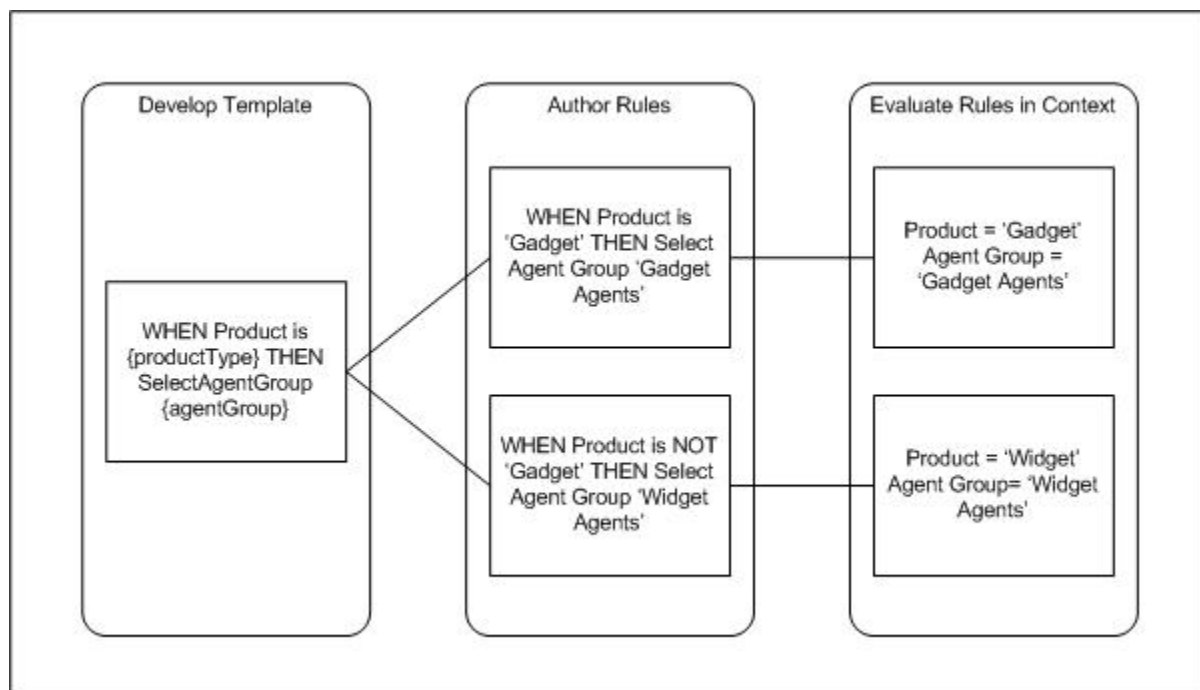
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Genesys Rules System Features

Genesys Rules System 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. Some Genesys applications that can use the Rules Engine include:

- VXML applications executed by the Genesys Voice Platform
- SCXML applications executed by the Genesys Orchestration Server
- Genesys intelligent Workload Distribution (iWD) business processes executed by Genesys Interaction Server and Universal Routing Server.

The following figure illustrates the flow of a simple rule.



Simple Rule Flow

Support for intelligent Customer Front Door (iCFD)

Genesys Rules System adds agility and control to the intelligent Customer Front Door (iCFD) solution by enabling customers to make dynamic decisions about how to treat their customers. For example, based on information about a customer collected through the Genesys Voice Platform and from

Genesys Conversation Manager, Genesys Rules System can help to determine the best message (such as a product upsell opportunity) to play to the customer.

Important

Support for hard-coded iCFD templates was removed in release 8.1.2.

Support for intelligent Workload Distribution (iWD)

Genesys Rules System provides all the business rules functionality for the Genesys intelligent Workload Distribution (iWD) solution, a business application for dynamically prioritizing the distribution of work tasks to the people who are best suited to handle them. The Genesys Rules System enables business users to define priorities, Service Level Agreements, and other attributes of tasks.

Starting with release 8.1.0, the iWD solution no longer has its own embedded rules engine service, and rules development and authoring user interfaces are no longer integrated into iWD Manager. Instead, iWD now uses the Genesys Rules System to provide all of this functionality. iWD provides a Standard Rules Template for use with the Genesys Rules System, and the Genesys Rules Authoring Tool (GRAT) can be launched from iWD Manager without the need for separate user authentication.

Support for Web Engagement

Genesys Rules System release 8.1.2 implements a new template type (CEP—Complex Event Processing) for Genesys Web Engagement (GWE). This template type enables rule developers to build templates that rule authors then use to create rules and packages that use event fact types. This selection determines:

- How the Drools Rule Language (DRL) is eventually generated by the GRAT.
- Which applications the rule package can be deployed to.

Support for User-Defined Template Types

In release 8.1.2, hard-coding of template types for iCFD has been removed. Users can now define template types according to their own needs (including iCFD if required). A template designer can assign a type to their templates, and then indicate whether or not that type supports events. GRAT now automatically displays the list of template types published to it, and users can select these user-defined template types or define new ones.