GENESYS™

Genesys Rules System Deployment Guide

Welcome

5/11/2025

Welcome

Genesys Rules System Deployment

Welcome to the Genesys Rules System 8.1.x deployment pages. This document describes how to install and configure Genesys Rules System.

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.

Overview

Overview

Genesys Rules System Architecture

Genesys Composer

New Features by Release

Migration to 8.1.4

Preparing for Installation

Preparing for Installation

Configuring the Rules Repository Database

Installing Genesys Rules Engine

Deploying GRE in Genesys Administrator

Creating the GRE Application object in Configuration Manager

Installing the GRE Component

GRE Configuration Options

Installing Genesys Rules Authoring Tool

Deploying GRAT in Genesys Administrator

Installing the GRAT Component

GRAT Configuration Options

Values for DAP Connection Parameters

Creating Application Clusters &

Objects

Further Configuration

Installing Genesys Rules Development Tool

Post Installation

Troubleshooting

Localization

About Rules and Rule Templates

Rule Templates and Rules

Rule Life Cycle

Rule Templates

Examples of Rule Development

Rule Language Mapping

Rules and Rule Packages

About Business Structure

About Business Structure

Configuring the Business Structure

iCFD Business Structures

Role-Based Access Control

Role-Based Access Control

Role Permissions

User Logins

Business Hierarchy

Role Task Permissions

Template Script Objects

REST API

Rule Execution

Changes in 8.1.2

Error Handling

DROOLS 5 Keywords

DROOLS 5 Keywords