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Conversation Rules Templates Guide

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These topics describe how to use the new Conversation Rules (CR) template that comes with Genesys Rules Authoring Tool (GRAT) 8.5.001.

The purpose of this CR template is to enable much closer integration between GRS and Context Services blocks without having to build a new template from scratch in Composer (create a Fact model, actions and conditions, and pass complex data structures between the Composer Business Rules block and the rules engine and re-evaluate the returned data, and so on).

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This new template does the following:

- Integrates with the appropriate UCS and Context Services blocks out of the box
- Provides useful and typical conditions and actions
- Provides common date/time-related functions that integrate with GRS business calendars (such as, Today is a working day)
- Provides a sample rule package that implements some common use case scenarios, and these are documented in this document along with Composer project screen shots and example projects illustrating usage.

Important

The workflows and strategies shown in this document are from Composer. You could equally use Genesys IRD workflows.

Both the template and the sample rule package are shipped as .xml files that can be easily imported directly into GRAT.

Important

Because the new CR template uses complex JSON objects and structures, it is not possible in the 8.5.001 release to use the Test Scenarios feature of GRAT on rule packages generated from the CR template. This compatibility is planned for a future release.

Overview

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Working with the Business Rules Block

Working with the Business Rules Block

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Use Case:Contract Renewal

Use Case:Integrate Data and Decision
Making for Developers

Conditions and Actions

Conditions

Actions