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Genesys Rules System Deployment Guide

New Features by Release

5/10/2025

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New Features by Release

New in Release 8.5.001.21

Business Calendar and Timezone Enhancements

Business calendars have been enhanced to allow the timezone to be provided at rule-evaluation time. Business calendars have been enhanced to distinguish between holidays and non-working days. Timezone names are now prefixed with their UTC offset, to enable clearer sorting. The presence of an asterisk after the timezone name indicates that daylight saving operates there.

Please refer to the **GRAT Release Note** for more information.

Additional Role Permission

This release contains a new role permission—Business Rule - Edit Only. Please click **here** for further information.

list-object-use-name Configuration Option

A new configuration option—list-object-use-name—has been added. Please click **here** for further information.

New in Release 8.5.001

Support for Conversation Manager Template and Rules Package

This release contains a new Conversation Manager template and a rules package that make it much easier and quicker for Conversation Manager customers to develop and implement their own solutions. The Conversation Manager Template provides a tighter integration between the Conversation Manager objects like Customer Profile, Service, State and Task and the Genesys Rules System, allowing you to move key business decisions into rules instead of application logic.

The template can be imported directly into GRAT and requires no modification in GRDT. Please see the **Conversation Rules Template Guide** for more information.

Support for Wildcards in Decision Tables

You can now use a wildcard symbol (*) in row data in a decision table (if the feature is configured by administrators). The wild card indicates that, for this row, the value for the parameter where it is used is unimportant and not to be evaluated. A wildcard selection now appears at the top of all lists, regardless of whether they are enumerations, business attributes, Configuration Server, database, and so on. In the case of numeric parameters, you must type in the wildcard value—GRAT now accepts that as a valid number field. For any condition that contains one or more wildcards, its evaluation will not be considered in the rule logic.

There are some restrictions/caveats for this solution.

- The wildcard values work only in decision tables.
- The wildcard values will work only for strings and numeric fields—fields of type date, time and Boolean are not supported.
- Wildcard values are "all or nothing" for conditions with multiple parameters. For example:

Customer age is between 40 and 60

This is ONE condition, and it will be excluded for that row if one or more of the fields contains a wildcard value.

The screenshot below shows the wildcard being used in a Decision Table.

- In DTR-112, the media type is not considered in evaluating the rule.
- In DTR-113, the Customer segment, media type and active service conditions are not considered. This rule catches any interactions not trapped by the rules above it, and directs them to the BS_General skill group.

ID	Name	Customer segment is	Media type is	Customer has at least one active service of type	Request skill	
DTR-109		Gold	chat	BlueSkyBookFlight	BS_Upsell	
DTR-110		Gold	email	BlueSkyBookFlight	BS_Email	
DTR-111		Gold	voice	BlueSkyBookFlight	BS_FF	
DTR-112		Gold	(*)	BlueSkyCheckin	Customer_Care	
DTR-113		(*)	(*)	(*)	BS_General	

See also [GRAT Configuration Options](#).

Enhanced Rule Reporting

In this release, you can now configure a new option in GRE—`include-disqualified-rules-in-response`—to report disqualified rules (rules that did not fire), conditions that evaluated false and rule evaluation time back to the REST client invoking the rule evaluation request. Before 8.5.001, only the results of rules that fired were returned.

This feature is part of a larger planned feature to enable Rule Simulation (what-if scenarios using real historical data).

See also **GRAT Configuration Options**.

iWD's Business Context Management Service (BCMS) Functionality Moves to GRE

Most of the BCMS functionality of intelligent Workload Distribution is now moved into the Genesys Rules Engine. As a result, iWD 8.5.0 users must install GRS 8.5.001 as a prerequisite.

Help Content Moves to the Cloud

The content of GRAT Help topics is now delivered into the user session directly from the Genesys documentation website at docs.genesys.com. Where such access is not possible, users can configure the location of this Help to a URL within their firewall. A new configuration option controls this. See **GRAT Configuration Options**.

Help for GRDT remains in WebHelp format.

New in Release 8.5.0

Deployment Enhancements

If you are deploying to a cluster, you can now display a detailed report of the deployment, whether it succeeded or failed. This gives useful information on how a deployment has progressed: you can see, for example, whether a server connection was temporarily down at a critical moment, or whether a server timeout setting might need to be changed. The **Status** column now displays a **Failed/Successful** link, which you can click to display the details of each deploy action to each server in the cluster. These details include:

- GRE Server Name
- Server status
- Success or error message generated by the server
- Phase 1 (and Phase 2) execution times in seconds

See [Deploying Rules Package](#) for more context.

Decision Table Enhancements

You can now easily reorder the rows within a decision table. By default, up to release 8.5.0, rules were executed from the bottom up. In release 8.5.0, your system administrators can configure rule execution to be "bottom-up" or "top-down". The Rule Evaluation Order indicator at the bottom of the screen shows you which of these is selected, and a ToolTip is available when you hover your cursor over this indicator. Any changes made to this configuration will apply dynamically, but only take effect after a restart or a browser refresh. A new configuration option (evaluate-decision-table-rows-top-down) allows the administrator to set the order of evaluation (top to bottom or bottom to top). See *Settings in GRAT* in **GRS Configuration Options**. See also *Creating Decision Tables* for more context.

Operational Parameter Performance Enhancements

A new caching mechanism is in place to enable better performance when using operational parameters within rules. Three new configuration options control this functionality:

- cache-operational-parameters
- parameter-cache-timeout
- clear-cache-on-disconnect

See *Settings in GRE* in **GRS Configuration Options**.

Repository Performance Enhancement for Oracle 11 users

For Oracle users, a performance enhancement is available that is enabled only when you create a new database repository when either initially installing, or migrating to, 8.5.0. For more detail, go to the **Migration to 8.5.0** page.

Java runtime changes

GRAT requires the Java JDK during installation, but no longer requires it once it is deployed and running in an application server such as Tomcat, JBOSS or IBM WebSphere.

Single Sign-On

GRAT now participates in the Genesys Single Sign-On (SSO) framework where deployment takes place to a Genesys Engage cloud SSO environment. When GRAT is deployed into this environment, GRAT users will log in once to the portal. If they choose GRAT, they will bypass the GRAT login screen if they are still authenticated. Note that this feature does not apply for Genesys on-premise customers deploying GRS. Some additional configuration options have been implemented to support this feature. Go to **Deploying GRAT in Genesys Administrator** for more information.

Support for Internet Explorer 10 and 11

Discontinued support

In this release the following are no longer supported:

- Oracle 10
 - Internet Explorer 7
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