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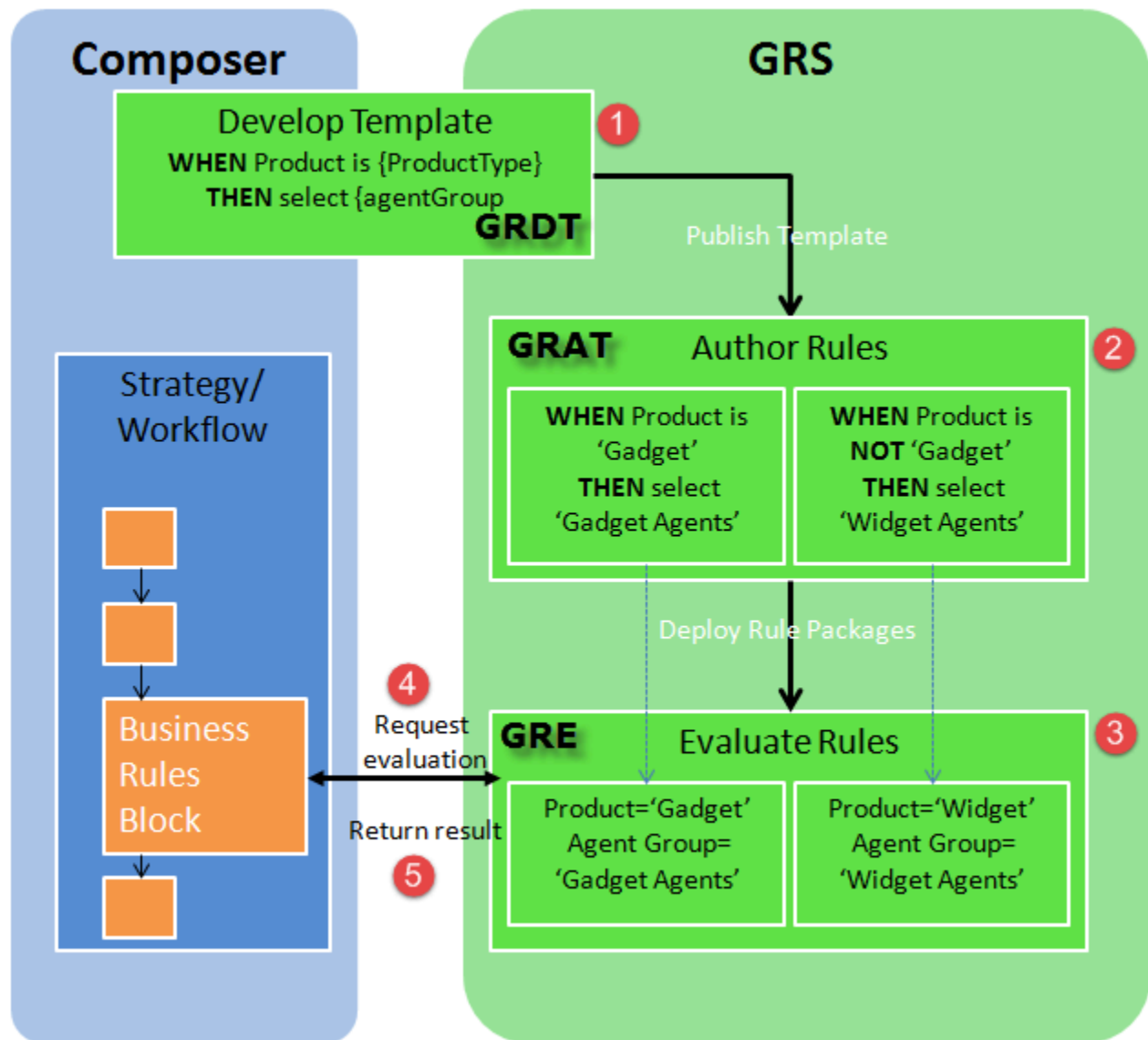
GRS Best Practice Guide

GRS/Composer Process Flow

5/12/2025

GRS/Composer Process Flow

Basic Relationships and Flow



- 1** Create a template using the GRDT.

- 2 Create a rule package in GRAT and deploy it to the GRE.
- 3 The deployed rule package arrives to GRE and awaits evaluation requests from Composer's Business Rules block.
- 4 Composer's Business Rules block sends evaluation requests to GRE.
- 5 GRE returns the results in a variable to Composer's Business Rule block.

Variations

It is possible to:

- Create a template from scratch in GRDT and publish to GRAT.
- Import a template project into GRDT, optionally make some modifications, publish to GRAT (for example, the sample from Genesys Proactive Engagement).
- Import a template XML file into GRAT (eg, sample from Conversation Rules or iWD) and use it directly. If you want to modify the template, you can import into GRDT using the **GRS Server Explorer** window, modify, then publish it to GRAT.

+ **DETAIL** Importing/Exporting Templates