GENESYS™

GRS Best Practice Guide

Genesys Rules System 101—Video Topics

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Contents

Genesys Rules System 101—Video Topics

The following video topics show how to create a simple template from scratch in GRDT, publish it to GRAT, create a rule package and finally connect with the Composer Business Rules block to use the evaluation decision in a workflow. The use case is a simple call treatment flow which uses the customer's segment and call intention to make business decisions about how to route the contact.

You can follow the videos in sequence as they appear on these tabs.

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Part 1 - Building a template in GRDT=

Building a template in GRDT

Name	Description	Link	Duration
Creating a template project	Setting up the Eclipse/Composer environment, initial configuration and creating a template project		7.59
Building the Fact Model	Building the Facts (data) that will be passed in by the application for evaluation by the rules engine.		5.32
Creating Enumerations	Creating Enumerations (static lists) that the rule author will select from in GRAT to build a rule.		2:13
Creating Parameters	Creating the Parameters that will be used in Conditions and Actions		7:11
Creating Conditions	Creating the Conditions that the rule author will select from in GRAT to build a rule.		5:23

Name	Description	Link	Duration
Creating Actions	Creating the Actions that the rule author will select from in GRAT to build a rule.		6:18
Publishing	Publishing the template from GRDT to GRAT to enable the rule author to use it.		2:11

|-| Part 2 - Building a Rule Package and Rule in GRAT =

Building a Rule Package and Rule

Name	Description	Link	Duration
Getting Started	Creating a rule package.		5.32
Creating a Linear Rule	How to create a simple linear rule.		6.43
Creating a Decision Table Rule	How to create a Decision Table rule.		4.35
Creating Test Scenarios	Creating scenarios for testing rules.		8.31
Deploying the Rule Package	How to deploy the rule package to a rules engine that will execute the rule(s).		3.10

|-| Part 3 - Using Composer to execute a rule block=

Using Composer to execute a rule block

Name	Description	Link	Duration
Getting Started	First steps in creating a Composer workflow that will use the rule.		3.26
Creating a New Composer Project	Setting up the Composer workflow project.		10.16
Testing the Rule Block	Testing the new rule block		2:21