



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Conversation Rules Templates Guide

Use Case—Frequent Caller Interceptor

12/18/2025

Use Case—Frequent Caller Interceptor

Contents

- [1 Use Case—Frequent Caller Interceptor](#)
 - [1.1 Scenario](#)
 - [1.2 Solution](#)
 - [1.3 Creating the Rule in GRAT—Linear Rule Example](#)
 - [1.4 Creating the Rule in GRAT—Decision Table Example](#)

Scenario

Jane is a Contact Center Manager. She is responsible for achieving a First Call Resolution rate of X%. In order to accomplish that, Jane needs to:

- Know what the current First Call Resolution Rate is.
- Be able to make changes that will positively impact the rate.

Solution

The proposed Genesys solution is to implement the Conversation Manager Use Case for Frequent Caller Interceptor. This use case will provide a rules package (in GRS) that:

1. Call the IVR to check whether the calling customer has previously called within a specified timeframe; and, if so;
2. Check for a good probability that this call is for the same reason.

The solution will allow Jane to determine what treatment to provide to customers that meet these conditions, such as Route to Supervisor, Route to Proactive Survey, or to send a specialized, focused Survey at the end of the interaction to find out why the customers had to call back more than once to resolve their issue. Conversation Manager Reports will keep Jane aware of her progress to increase First Call Resolutions.

Creating the Rule in GRAT—Linear Rule Example















Frequent Caller Interceptor					
Section	Expression	Parameters			
When	Customer has at least	3	services completed within the last	2	weeks
Then	Request skill	Customer Care			
	Offer survey to customer	<input checked="" type="checkbox"/>			

Narrative

This linear rule is Frequent Caller Interceptor. This is a simpler rule testing only one condition and action.

When the condition "Customer has had 3 services completed within the last 2 weeks" evaluates as true, then they are routed to the Customer Care skill group and are offered a survey.

Creating the Rule in GRAT—Decision Table Example

Frequent Caller Interceptor							
Decision Table							
ID	Name	Customer has had 					Request agent group 
DTR-107		1	BlueSky Checkin	services within	2	days	Regular Agents    
DTR-108		3	BlueSky Book Flight	services within	1	weeks	Proactive Survey    
DTR-109		5	BlueSky Service	services within	3	months	Supervisors    

Narrative

This decision table is Frequent Caller Interceptor. It is more complex and has three potential outcomes. It consists of a table of 3 decision table rows: DTR-107, DTR-108 and DTR-109.

- In DTR-107, if the condition "Customer has had 1 BlueSky Check-in service within the last 2 days" evaluates true the customer is routed to the Regular Agents agent group. If not, DTR-108 is evaluated.
- In DTR-108, if the condition "Customer has had 3 BlueSky Book Flight services within 1 week" evaluates true, the customer is routed to the Proactive Survey agent group. If not DTR-109 is evaluated.
- In DTR-109, if the condition "Customer has had 5 of any BlueSky service within 3 months" evaluates true, the customer is routed to the Supervisors agent group. If not, the customer does not meet the Frequent Caller conditions described in the table.