

GENESYS[®]

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.

Genesys Rules System Deployment Guide

Configuring the Business Structure

5/6/2025

Configuring the Business Structure

Contents

- 1 Configuring the Business Structure
 - 1.1 Procedure
 - 1.2 Sample Business Structure in Genesys Administrator
 - 1.3 Sample Business Structure in Configuration Manager
 - 1.4 Sample Business Structure in the Genesys Rules Authoring Tool

Your Tenant's business structure is created under Resources for single-tenant Configuration Server, or under a Tenant for a multi-tenant Configuration Server.

Procedure

- 1. Navigate to the Resources folder for a single-tenant Configuration Server, or to the specific Tenant for a multi-tenant Configuration Server.
- 2. Open the Business Units/Sites folder (in Genesys Administrator) or Configuration Units (in Configuration Manager) folder.
- 3. Create a new top-level folder named Business Structure. This folder **must** be named Business Structure.
- 4. Within the Business Structure folder, click either New Unit or New Site to create at least one more Business Unit or Site (it does not matter whether you create a site or a unit). This new site/unit will represent the Solution.
- 5. Within the new folder (the Solution), additional levels of hierarchy can be created as needed, using either Business Units or Sites. The levels of hierarchy beneath the Solution level will represent the business context.

Warning

You cannot have the same node name across different departments in the hierarchy. So, you must either:

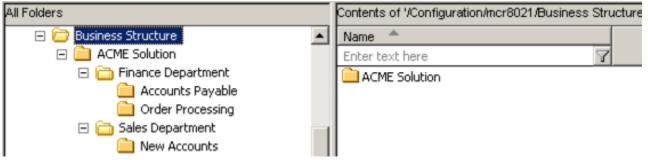
- Ensure that all node names within the business structure are unique, or;
- Add a condition to your template (for example, location) and have have it passed in as a new Fact field.

Multiple Solutions can be created by creating additional Business Units or Sites directly beneath the Business Structure folder.

Sample Business Structure in Genesys Administrator

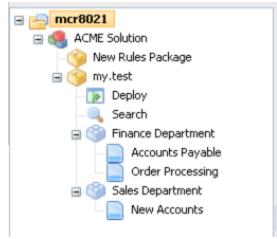
MONITORING PROVISIONING		DEP	LOYMENT	OPERATIONS				
PROVISIONING > Environment > Business Units/Sites								
Navigation	«	Business Units/Sites						
潯 Search	٠	🔁 🔻 📄 New 💁 New Unit 💁 New Site 📝 Edit 🙀 Remove 🚘 Change state 🗟 Move to						
潯 Environment	•		Name 🔺		Туре		State	
Alarm Conditions		T	Filter		Filter		Filter	
Scripts		V	ew: 🔜 Ro	oot 🔸 🚞 Busines	s Structure 🔸 🛅 A	CME Solution >	Finance Department	
Application Templates		0	Accounts	Payable	Business Unit		Enabled	
Applications		0	Order Proc	cessing	Business Unit		Enabled	
Hosts								
Solutions								
📑 Time Zones								
Business Units/Sites								
Sample Business Structure	n G	ene	esys Admi	inistrator				

Sample Business Structure in Configuration Manager



Sample Business Structure in Configuration Manager.

Sample Business Structure in the Genesys Rules Authoring Tool



Sample Business Structure in GRAT

Read permission to the Business Structure folder must be provided to the users and/or access groups that you want to use the Rules Authoring Tool. Normally this will be propagated automatically, if the user or access group has permission to the Tenant object. If you do not want a user or access group to have permission to see all of the nodes of the business structure, you can control this by not giving that user or the access group(s) of that use read permission to those folders. The figure below shows that all members of the Users access group have Read permissions to the Business Structure folder.

Business Structur	re [mfqa-11:8020] Properties	×						
General Annex Secu	nity							
View or	Object Permission		X					
selecter	Object: Folder "Business Structure"							
	Replace Permissions Recursively							
	Name	Access	Propagate					
	SYSTEM	Read	V					
	Environment\default	Full Control	V					
	Environment\Super Administrators	Full Control	~					
	KC Test Environment'Administrators	Read	v					
	KC Test Environment/Users	Read						
	Type of Access: Read							
	OK Cancel	Add	Remove Help					

Business Structure Permissions.