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Genesys Rules Authoring Tool Help

Importing Linear Rules

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Importing Linear Rules

You can import linear rules in GRAT.



Important

You can import an entire rule package, containing the rule definitions, business calendars, and references to the templates and versions that the rule package is dependent on. Refer to **Importing Rule Packages** for details.

Follow these steps to import a linear rule:

1. Navigate to the rule package to which the linear rule will belong in the Explorer Tree (verify that you have selected the correct Tenant from the **Tenant** drop-down list). Select the correct node in the Explorer Tree (the level at which the rule will be defined) and click on the **Rules** tab.
2. Click **Import Rule**.
3. Browse to the location of the linear rule file.
4. Enter a comment.
5. Click **Import**.
6. The linear rule will appear in the list of rules. Edit the fields as necessary. Refer to **Creating Linear Rules** for details about the fields that can be updated. Click **Save**.

Important

When you make any modifications to the body of a rule, you "lock" the rule, which prevents others from being able to make changes to the same rule at the same time. The unsaved icon  will appear on the rule summary to alert you that you need to save your changes. For any other user, the locked icon  appears on the rule summary and the **Save** and **Cancel** buttons are disabled. In addition, other users are unable to make changes to the rule because it is marked "read only".

When editing rules, be careful not to clear your browsing history or cookie data, as this might cause the rule to be stuck in a locked state. Unsaved changes could be lost.