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Genesys Rules Authoring Tool Help

[Decision Tables Overview](#)

Decision Tables Overview

Decision tables allow you to join a number of Linear Rules with the same set of conditions (when) and actions (then) to be used for a complex (structured) business case. Use decision tables to avoid dozens of linear rules with identical structure in the system.

Important

Choices in decision tables need to be mutually exclusive to avoid ambiguity. This ensures that there is only one outcome per evaluation. If the choices are not mutually exclusive, multiple rows can be executed, in no guaranteed order. The last row executed will determine the final result.

The following topics explain how to work with Decision Tables in GRAT:

- **Creating Decision Tables**
- **Updating Decision Tables**
- **Copying Decision Tables**
- **Importing Decision Tables**
- **Exporting Decision Tables**
- **Deleting Decision Tables**