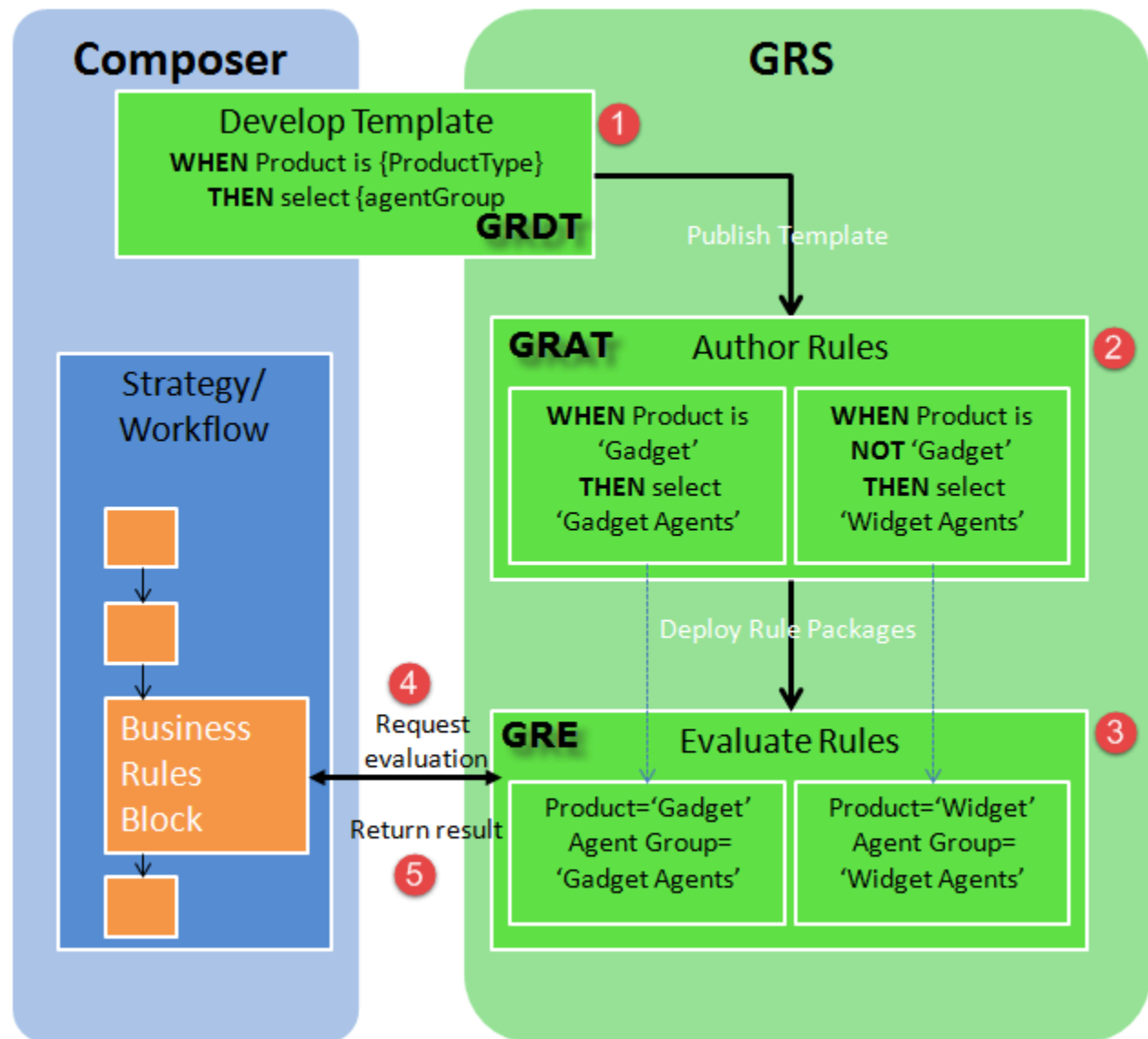# GENESYS™

GRS Best Practice Guide

GRS/Composer Process Flow

5/12/2025

GRS/Composer Process Flow

Basic Relationships and Flow

1 Create a template using the GRDT.

2 Create a rule package in GRAT and deploy it to the GRE.

3 The deployed rule package arrives to GRE and awaits evaluation requests from Composer's Business Rules block.

4 Composer's Business Rules block sends evaluation requests to GRE.

5 GRE returns the results in a variable to Composer's Business Rule block.

Variations

It is possible to:

- Create a template from scratch in GRDT and publish to GRAT.
- Import a template project into GRDT, optionally make some modifications, publish to GRAT (for example, the sample from Genesys Proactive Engagement).
- Import a template XML file into GRAT (eg, sample from Conversation Rules or iWD) and use it directly. If you want to modify the template, you can import into GRDT using the **GRS Server Explorer** window, modify, the publish it to GRAT.

|Importing/Exporting Templates