

GENESYS

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GRS Best Practice Guide

Decision Tables—Examples

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Decision Tables—Examples

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Important

Decision Tables can have a maximum of 50 columns.

Example 1—Pre-8.5.0

Decision tables allow you to create a number of rules that have the same set of conditions (WHEN) and actions (THEN) that are to be used for a complex (structured) business case. Use decision tables to avoid dozens of linear rules that have an identical structure in the system.

Choices in decision tables must 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 may be executed in no guaranteed order. The last row that is executed will determine the final result.

G021	Rules	A	udit Trail							
e	10	Name	Description	Phase	Calendar	Pending Deployment	Start Date	End Date		
moreO21	DT-103	myRule		Segmentation		0				
New Rules Package										
Search	Rew Decision Table Rule Import Rule									
Accounts Payable Order Processing	Add Condition 🔻 Add Action 👻									
Sales Department	ID	Name	Customer segment is 🤤	0	rder value is greate	r than 😄	Offer special prom	otion		
	DTR-105		Gold	5	000		V			
	DTR-106		Platinum	4	000					

Sample Decision

When you are editing rules, be careful not to clear your cookie data, as this might cause the rule to become stuck in a locked state until the session times out (the default is 30 minutes). Consult the documentation for the browser that you are using for more information about how to prevent a user from clearing cookie data.

Example 2—Post-8.5.0 Rule Evaluation Order

By default, up to release 8.5.0, rules were executed from the bottom up (a DROOLS constraint). From release 8.5.0, system administrators can configure rule execution to be "bottom-up" or "top-down". The Rule Evaluation Order indicator at the bottom of the screen shows you which of these is selected, and a ToolTip is available when you hover your cursor over this indicator. Any changes made to this configuration will apply dynamically, but only take effect after a restart or a browser refresh. A new configuration option (evaluate-decision-table-rows-top-down) allows the administrator to set the order of evaluation (top to bottom or bottom to top).

General		R	ules	Audit Trail	Package History		
ID	Name	e D	escription	Phase	Calendar	Pending Snaps	hot Star
DT-1	103 dt			First Date	(None selected)	٢	
DT-1	107 dt2			Second Date	(None selected)		
Rule	∋-111 dd			First Date	(None selected)	0	
dt2	w Decision Tab	le 🔒 New Li	inear Rule 🛛 🕻 Impol	rt Rule Add Condition 🔻 Add	Action 🔻		
dt2	w Decision Tab	le 🔒 New Li	inear Rule	rt Rule	Action 👻		
dt2 ID	w Decision Tab	le 🛛 🛃 New Li	ob for at least 👄	Add Condition 👻 Add	Action 👻 Non smoker 🥯	My decision is 🥯	Stop process
dt2	w Decision Tab	le A New Li	ob for at least 🥯	Add Condition 👻 Add Number of tattoos less than	Action 🔻	My decision is 🥯	Stop process
dt2 ID DTR-109	w Decision Tab	le 🛛 🛃 New Li Held last jo 1	ob for at least 👄	Add Condition 👻 Add Number of tattoos less than	Action - Non smoker -	My decision is Come back later	Stop process
dt2 ID DTR-109 DTR-110	w Decision Tab	le New Li Held last ju 1 2	ob for at least © years years	Add Condition Add Condition Add Add Condition Add Add Add Add Add Add Add Add Add Ad	Action Non smoker Non smoker Non smoker	My decision is Come back later Come back later	Stop processing Stop processing Stop processing

Decision Table with Rule Evaluation Order

Configuration Info

The evaluate-decision-table-rows-top-down configuration option controls this behavior. This determines the order that the Decision Table rows are written out to the DRL. If you changes this default option, you will see a change in behavior immediately when using GRAT's Test Scenario feature, but will need to re-deploy the rule package in order for the change to be observed in GRE.

- Section: settings
- Option Name: evaluate-decision-table-rows-top-down
- Values: true, false
- Default: false (to maintain backwards compatibility)

Example 3—Wildcards

From release 8.5.001.00, you can use a wildcard symbol (*) in row data in a decision table (if the feature is configured by administrators). The wild card indicates that, for this row, the value for the parameter where it is used is unimportant and not to be evaluated. A wildcard selection now appears at the top of all lists, regardless of whether they are enumerations, business attributes, Configuration Server, database, and so on. In the case of numeric parameters, you must type in the wildcard value—GRAT now accepts that as a valid number field. For any condition that contains one or more wildcards, its evaluation will not be considered in the rule logic. There are some restrictions:

- The wildcard values will work only for strings and numeric fields—fields of type date, time and Boolean are not supported.
- Wildcard values are "all or nothing" for conditions with multiple parameters. For example:

Customer age is between 40 and 60

is ONE condition, and it will be excluded for that row if one or more of the fields contains a wildcard value.

Multi-Channel			Add Condition V Add Action V				
Route by segment, media, and service type							
ID Name		Customer segment is 🖨	Media type is 🤤	Customer has at least one active service of type	Request skill©	0	
DTR-10	9	Gold	chat	BlueSkyBookFlight	BS_Upsel	09 -0	
DTR-11	0	Gold	email	BlueSkyBookFlight	BS_Email	09470	
DTR-11	1	Gold	voice	BlueSkyBookFlight	BS_FF	09470	
DTR-11	2	Gold	(*)	BlueSkyCheckin	Customer_Care	09470	
DTR-11	3	(*)	(*)	(*)	BS_General	094 0	

Decision Table with Wildcards