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Genesys Rules Authoring Tool Help

Creating Business Calendars

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Creating Business Calendars

Follow these steps to create a new business calendar:

1. Navigate in the left navigation to the rule package to which the business calendar will belong (verify that you have selected the correct Tenant from the **Tenant** drop-down list).
2. Select **Business Calendars** under the rule package.
3. Click **New Calendar**.
4. The **ID** field is populated automatically. This is not editable.
5. Enter a **Name** for the business calendar. Use something descriptive that will make it easier to identify the rule, such as Regular Work Week.
6. Select which day of the week the week starts on (such as Monday).
7. Select the ending day of the week (such as Friday).
8. Enter the start time (such as 9:00 AM).
9. Enter the end time (such as 5:00 PM). If the end time is earlier than the start time, it is assumed that the workday spans midnight.
10. Select the default timezone that applies to this business calendar.

Important

1. Timezones that respect Daylight Saving display with a "*" suffix.
2. The timezone selected can be overridden if a different timezone ID is passed in at rule evaluation time by the application requesting an evaluation by the rules engine.

11. If necessary, you can configure business calendar rules for your new business calendar.
 - a. In the lower pane, click the **Add** button .
 - b. A new row will appear in the **Business Calendar Rules** panel. Enter a **Name** for the rule, such as **New Year's Day**.
 - c. Select the **Entry Type** for the rule, such as **Holiday**.
 - d. Select the **Calendar Placement**, such as **Annual** for New Year's Day, or **Relative** for Memorial Day. You might also need to configure a Fixed holiday, for example, if the holiday will be observed on a different day one year, because the actual holiday falls on a non-working day.
 - e. Enter the parameters for the rule, such as the specific date (January 1, for New Year's Day), or the x day of a specific month (such as the third Monday in May, for Memorial Day).
 - f. Configure any time change exceptions for this business calendar. A time change indicates how the work hours can be adjusted on particular days; for example, defining a half day on a particular day of the work week. Like a holiday, a time change is fixed, relative, or annual and contains the same date definition as the corresponding holiday definition. In addition, the time change contains the start and end time for the defined date.
If you have configured more than one holiday or time change exception, provided that the

calendar is not locked by another user you can use the far right-hand column to:

- Adjust the order in which they are processed. This lets you avoid setting up clashing exceptions. If there is a conflict, the highest entry takes priority.
- Make copies of existing exceptions and adjust them.
- Create new exceptions.

g. Click **Save**.