Genesys Rules Authoring Tool Help

Creating Rules Packages

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Creating Rules Packages

Follow these steps to create a new rule package:

1. Select the node in the business hierarchy to which this rule package will belong from the drop-down list. Rule packages can belong to any node in the hierarchy.

> ### Important
>
> Package names must be unique across nodes or tenants. Package names should follow a naming convention such as including the node/tenant name, or company name, in their package names to avoid conflict.

2. In the left navigation, select **New Rules Package** under the appropriate node or **Solution**. You must have appropriate permissions for this option to display.

3. In the **Details Panel**, enter a name property for the new rule package.

> ### Important
>
> There are two name properties for a rule package: **Package Name** and **Business Name**.
>
> **Package Name** must conform to Java package naming conventions. Generally speaking, the package name should be in all lower case, can contain digits but must not start with a digit, and "." should be used as a separator, not spaces. For example, **my.rules** and **myrules1** are both valid names, but **My Rules** and **1my.rules** are not valid package names. Each organization should establish its own naming conventions to avoid name collision. Additionally, Java keywords must be avoided in package names. For example, **my.package** or **new.rules** are not valid package names. A list of Java keywords can be found **here**.
>
> **Business Name** allows you to provide a user-friendly name for the rule package, as it appears in the GRAT navigation tree. For example, **Acme Rules** is not a valid rule package name, but you could use **acme** as the **Package Name** and **ACME Rules** as the Business Name.

4. Select which type of rule package you are creating. The drop-down list shows which types are already in the repository for the selected tenant. As you change the type, the list of templates for that type will be displayed.

5. Enter a description for the rule package. The available rule templates (that were created for the node/Tenant and match the type selected in Step 4) will appear in the table. Templates prefixed with "(*)" are templates that were created in the **Environment Tenant** and can be used by all **Tenants**. Rule developers create rule templates and publish them to the rules repository by using the Template

Development module.

> ### Important
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> The access permissions configured in Configuration Server can also affect which templates are displayed.

> ### Important
>
> GRAT users can select between multiple versions of templates, which are displayed on the enhanced **Template Selection** dialog along with version comments created by the template developer to help identify differences between the versions. The number of versions of a template that are displayed is configured in Genesys Administrator.

6. If required, check the **Disable Package Serialization** checkbox to turn serialization off for this rule package, if it is enabled. (Package serialization can be enabled/disabled globally in GRE. iWD customer should always have serialization turned off.)

7. Select the template(s) you want to include and click **Save**.

8. The new rule package will appear in the left navigation. Expand the new rule package, and the following options (subject to the permissions set for your user ID) will appear under the rule package folder:

    - Split Test Configuration—Use this node to create rules that enable you to control how Split Testing applies to rule at the rule package level.

    - Business Calendars

    - Test Scenarios

    - Deploy Rules

    - Search

    You will also see the business structure nodes to which you have access permission.

9. You can now create rules for your rule package.