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Genesys Rules Authoring Tool Help

Actions Editor

Actions Editor

The Actions Editor allows you to create and edit rule actions. Each action contains the same fields:

- **Name**—The name of the action.
- **Language Expression**—The plain language description of the action that the rule author sees when constructing a business rule in the Rules Authoring Tool.
- **Rule Language Mapping**—The action expressed in code. See Rule Language Mapping for more information.

When configuring actions, parameters can be used in the Rule Language Mapping and Language Expression.

For example, the action **Target Agent** may be configured as follows:

- **Name**—Target Agent
- **Language Expression**—Target specific agent "{agent}"
- **Rule Language Mapping**— `$Caller.targetAgent='{agent}'`

In this example, {agent} is a parameter.

Important

The above example also assumes that there is a fact called **Caller** with a field called **targetAgent**.

Actions in Linear Rules

For a linear rule, there is a maximum limit 6 columns of parameter data (including static text labels). So, for example, if your expression is:

Set customer data to: {parm1} and {parm2} and {parm3} and {parm4}

In this case, {parm4}, as the 7th parameter, will not be displayed. Reword your actions to fit within these boundaries.

Warning

When configuring actions for an “operational parameter”, it is important that you *do*

not enclose the variable in either double or single quotes in either the language expression or the rule language mapping. See the example [here](#).