

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Rules Authoring Tool Help

Creating and Editing Templates

5/10/2025

Creating and Editing Templates

Contents

- 1 Creating and Editing Templates
 - 1.1 Create a new Template Project
 - 1.2 Editing and Configuring Rule Templates
 - 1.3 Renaming Rule Templates
 - 1.4 Deleting Rule Templates

Rule Templates are created as Projects in the **Template Projects** node on the **Template Development** tab of GRAT.

Create a new Template Project

- 1. Enter a name for the new template project. Template names must be unique within a tenant. Click **Next**.
- 2. Select the type of template you are creating from the drop-down list, or enter the name of a new template type to create. To create an iWD template, select iWD.
- 3. Click **Finish**. The new template project will now appear.

Editing and Configuring Rule Templates

Once it is created, the rule template appears in the left navigation pane. Expanding the template displays a list of components that can be configured. Double-click the component type to open the appropriate Editor and begin configuring components.

Renaming Rule Templates

To rename a rule template, just edit its name. A copy of the previously named template remains in the repository.

Important

Duplicate template names are not allowed within tenants, but are allowed in different tenants. Creating such a duplicate name will rename the project, but the name as published in GRAT is set via **Project/Properties/Template** Properties.

Deleting Rule Templates

Rule templates can be deleted provided that:

- The user has rule template delete permissions, and;
- The rule is not used in any rule package.