GENESYS™

Genesys Rules Authoring Tool Help

Importing Rules Templates

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Importing Rules Templates

> ## Important
> A template exported with a pre-8.1.2 version of GRAT cannot be imported with release 9.0.0. You must republish such a template from 8.1.3 GRDT once GRAT 9.0.0 is running.

You can import rule templates from an .XML file. Rule templates are stored in the repository as separate assets, so they can be used by multiple rule packages. The rule templates are not part of the rule package themselves; the rule package refers to the rule templates that it needs.

If it is necessary to import the rule templates, you should import them prior to importing the rule packages, since the rule packages make references to the templates that they use.

It is not necessary to import the rule templates if you are importing from the same system (for example, backing up or restoring a rule package) or from an equivalent system (for example, a lab versus a production environment). However, if you are moving a rule package to a new system or sending it to Genesys for service, you should import both the rule templates and the rule packages so that, when imported, all referenced templates are available in the target system.

Refer to **Importing Rules Packages** for details on how to import rule packages.

> ## Important
> To import a rule package template, you must have **Create Template** permission.

To import a rule package template:

1. In the left navigation, select the **Tenant** tab.
2. Click **Import Rule Templates**. A dialog box opens in which you select the .xml file to import.

> ## Important
> Clicking **Replace existing templates in repository** clears the repository of any previous versions of each template before the new ones are imported into the target system. If this option is not enabled and an existing template with the same name is found in the repository, an error message appears and the import is terminated.

Warning

Be careful when changing templates or template versions as it could affect existing rules. For example, an existing rule might use a condition that does not exist in a different version of the template. Consult with the rule template developer to ensure that you are choosing the correct templates and versions for your application.