GENESYS™

Deployment Guide

Configure Genesys Rules Authoring Tool

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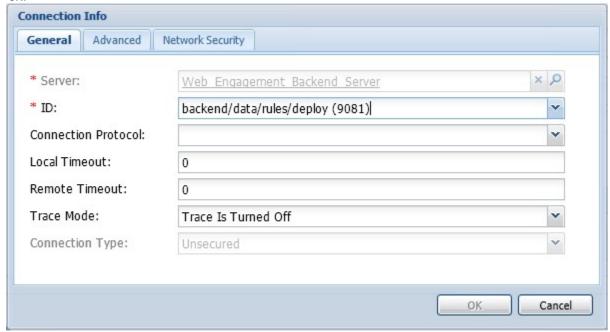# Configure Genesys Rules Authoring Tool

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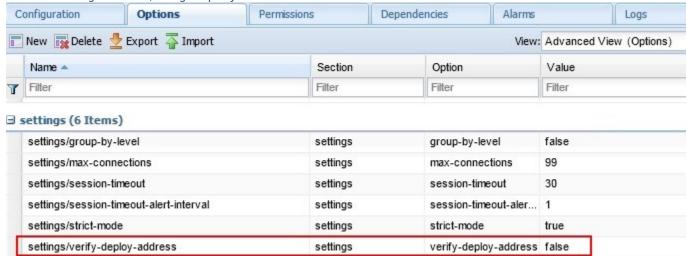
Start

1. Add the Genesys Web Engagement Backend Server to the Connections of the Genesys Rules Authoring Server.

   - In Genesys Administrator, navigate to PROVISIONING > Environment > Applications. Select the application of the Genesys Rules Authoring Server and click Edit....

   - In the Connections section, click Add.... Select the Genesys Web Engagement Backend Server, and click OK.

   - Select the Genesys Web Engagement Backend Server connection that was just added and click Edit. In the Connection Info window, select backend/data/rules/deploy for the ID field. Click OK.

Connection Info window

2. Configure Genesys Rules Authoring Server. Select the Options tab and edit the Settings section:

- In the Settings section, set verify-deploy-address to false;

- In the Settings section, set group-by-level to false.

Options settings section

3. In the Security tab, set a user who has "Read", "Create", "Change" rights for the Scripts folder in Log On As. This user should also have: "Read" access to all tenants which are supposed to be used; "Role" with sufficient permissions (as detailed in Genesys Rules System Deployment Guide), "Read" access to Business Structure folder and associated nodes that are supposed to be used; "Read" access to Scripts folder and Scripts objects (which are representations of the rule templates).

End

Next Steps

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