

# **GENESYS**

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# Developer's Guide

Create a Rules Package

# Create a Rules Package



**Purpose:** To create a rules package for your application.

Rules are mandatory for managing actionable events generated from the SYSTEM and BUSINESS event flows submitted by the Browser Tier. To add rules, you must create a package, then a set of rules.

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## Create a Rules Package

**Purpose:** To create the Rules package associated with your Web Engagement application. The following section is an example of Rules package creation. For further information about rules creation, refer to the Genesys Rules System Deployment Guide.

#### Prerequisites

- Genesys Rules Authoring, version 8.1.200.17 and later, is installed.
- Roles are configured to enable your user to create rules.

#### Start

- 1. Navigate to Environment > Solution > New Rule Package.
- 2. In the General tab:
  - Enter a Package Name—for example, myproject.rules.products;
  - Enter a Business Name—for example, Products;
  - Select web\_engagement for Package Type. WebEngagement\_CEPRule\_Templates appears in the Template table;
  - Optionally, enter a description;
- 3. Select WebEngagement\_CEPRule\_Templates in the Template table.

Environment	Gener	al			
Environment	Package Name	genesys.rules	product	Import Rule Package	
Caly City     New Rule Package     Solution	Business Name	Product		Export Rule Package	
	Package Type	web_engage	ment 💌		
	Description				
	Template	Selected	Name	Version	Dat
			WebEngagement CEPRule Templates	4	Sep

Click Save.

4. Click Save.

#### End

Only one package of rules can be active in the selected Web Engagement Backend Server. Create all your rules in the same package for your application.

#### **Next Steps**

Create Rules in the Rules Package

Create Rules in the Rules Package

**Purpose:** To create the rules according to your model.

#### Prerequisites

• You created the rules package; for instance, myproject.rules.product.

#### Start

- 1. Select the myproject.rules.product package.
- 2. Select the Rules tab.
- 3. Click New Linear Rule. This creates a new rule in the Rules table.
- 4. Select the created rule:
  - Enter a Name—for example, Products;
  - Enter a Phase—The list of rule phases can be modified by changing the values of the enumeration that is called Phases, in the CEP rules Template. In beta, the single value available is \*.
- 5. Click Add Condition:
  - Scroll down to select a condition—for example, page transition event occurs that belongs to category, which launches the actionable event anytime that a user enters or leaves a page of your website.

Environment			General			Rules		Aux	iit Trail			
Environment  Daly City  New Rule Package  Product  Business Calendars  Leploy Rules (*)		ID		Name	Des	scription	Phase		Calendar	Pending Deployment	Start Date	Er
		F	Rule-10	products			*		(None selected	٢		
E Search ⊞ 🦓 Demo Solution		<b>N</b>	ew De	cision Table		New Linear Rule	📑 im	port Rule	1			
		products					Add C	ondition 🔻 🖡	Add Action 🔻 Gro	vup ▼		
								AND category is {category} save as {event} (WebEngagen				
		Sectio	Expre	ssion		Parameters		AND ev	ent following	{prevEvent} with a	ategory (categ	огу
		When						AND CV	ent following	{prevevent} with r	iame (eventNar	ne}
		Then						AND ev	ent with name	e {eventName} (W	evengagement ebEngagement	_CE
		Precondition: save la					ast event (WebEngagement_CEPRule					
		event with name (eventName) save as (eve						(event) (WebE	nga			
		page transition					ansition even	ent occurs that belongs to category (ca				
		page transition event occurs that belongs to					nos to category	de				

Select your rule's condition.

Select your rule's condition.

• Select a category in Parameters—for example, Products. The Parameters list displays the categories that you previously created in the Genesys Administration Extension.

Sectio	Expression	Parameters	
When			
	page transition event oc	{category}	
Then		Products {category}	ategory}
		V	

Set the condition's parameters.

- 6. Click Add Action and select an action in the list—for example, generate actionable event;
- 7. Click Save....

#### End

You can create as many rules as you need in your Rules package. For details about the available rules templates, see the available templates for:

- The category-based Rules
- The event-based Rules

#### **Next Steps**

Publish the Rules Package

### Publish the Rules Package

#### **Prerequisites**

• The Web Engagement Backend Servers are started.

#### Start

1. In Genesys Rules Authoring Tool, navigate to Solution > Your\_Rules\_Package > Deploy Rules.

Senesys	GENESYS R	ULES AUTHORIN	NG
Environment	Outstanding	Deployments	Deployment History
Environment Daly City New Rule Package Products Business Calendars Deploy Rules (1) Search Demo Solution	Deploy Now	Schedule Deployment There are 1 ruled deployment. Note: All the rules the includes rules prevare pending deploy	Show Package Source (s) in this package pending for this package will be deployed. This riously deployed as well as rules that ment.

Click Deploy Rules.

- 2. Select your Web Engagement Backend Server.
- 3. Click Deploy Rules.

#### End

If the deployment is successful, the following message appears: There are 0 rule(s) in this package pending deployment.

#### **Next Steps**

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