GENESYS™

Developer's Guide

Develop your Application

4/30/2025

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	Purpose: To introduce the script tools used to manage Genesys Web Engagement applications.

Contents

Introduction

Genesys Web Engagement includes a set of scripts to manage the creation of your application. All of them should be run in a Windows Console of commands (cmd.exe). Navigate to the installation directory of Genesys Web Engagement, which contains the following files:

- `create.bat`
- `build.bat`
- `deploy.bat`
- `start.bat`

When you create a new application, a new directory with the same name is created in the **apps** folder of Genesys Web Engagement. This directory contains all the resources required to manage Genesys Web Engagement customization. These materials must be compiled to generate the new Genesys Web Engagement Servers embedding your Genesys Web Engagement application. Then, you must deploy these servers to replace former versions of Genesys Web Engagement. For further information about customization and development of your application, read the Welcome, in particular, Application Development Workflow, for a high level overview of application development.

Summary of Tasks

This chapter summarizes the tasks that are required to create a Genesys Web Engagement application using the Genesys Web Engagement Script Tools. This chapter includes the following sections:

Task Objective	Related Procedures and Actions
Create a Genesys Web Engagement Application	- Create a New Application Project - Define the Application's Monitoring Domains
Implement your Genesys Web Engagement Model	- Choose a Genesys Web Engagement Model - Define Business Information
Publish the CEP Rules Template	- Import the CEP Rules Template of your Application in Genesys Rules Development Tool - Configure the CEP Rules Template - Publish the the CEP Rules Template in the Rules Repository

Task Objective	Related Procedures and Actions
Build and Deploy your Genesys Web Engagement Application	• Build your Application • Deploy your Application
Start the Genesys Web Engagement Servers	• Configure the Web Engagement Channel • Configure the Registration Form • Start the Web Engagement Servers
GWE Create a Rules Package	• Create a Rules Package • Create Rules in the Rules Package • Publish the Rules Package

Read Next

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