



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.

Developer's Guide

Engagement Models

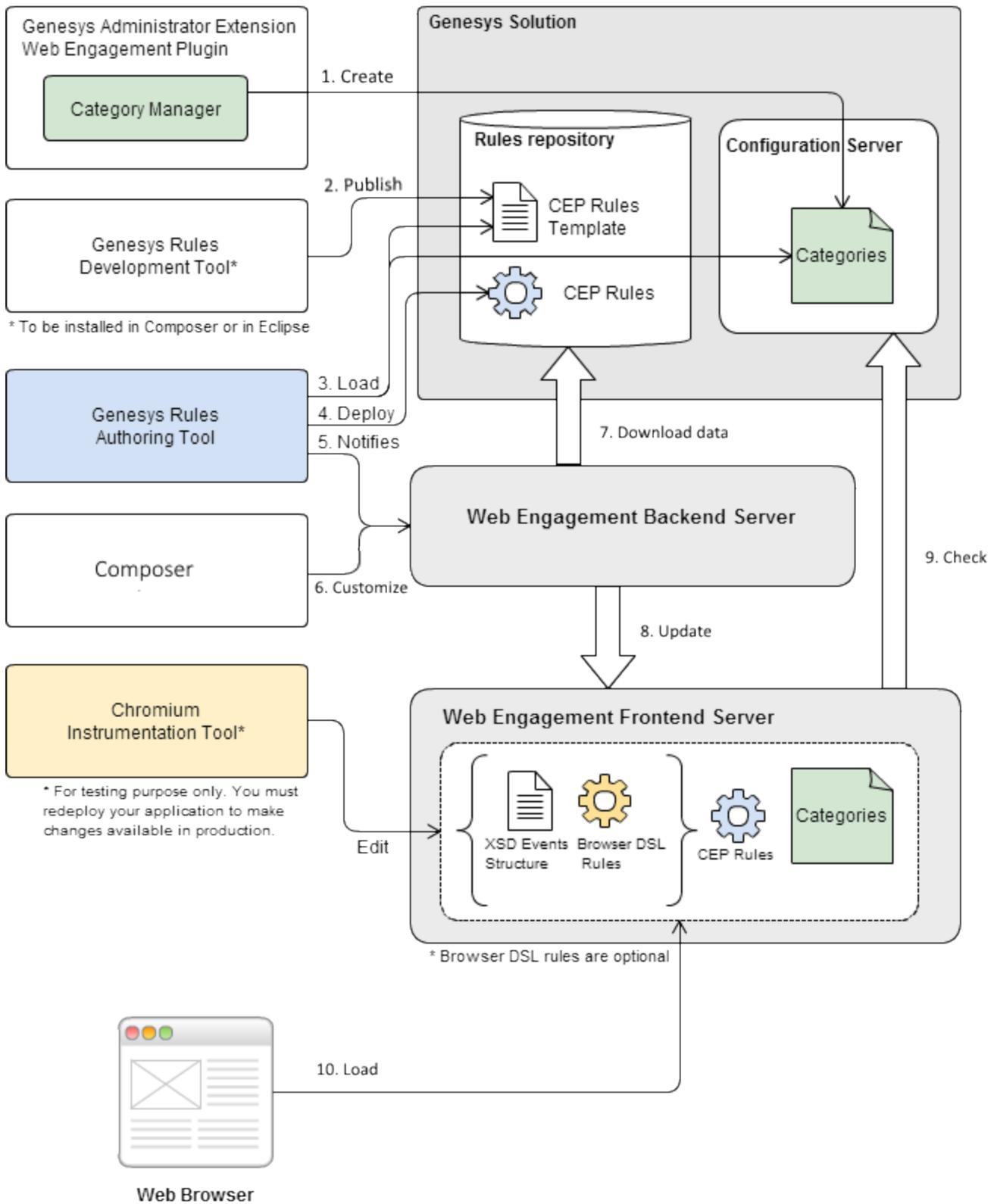
Engagement Models

Contents

- **1 Engagement Models**
 - 1.1 Implementation of the Models
 - 1.2 Simple Engagement Model
 - 1.3 Advanced Engagement Model
 - 1.4 Models combination

Implementation of the Models

When you **develop a Web Engagement application**, you start by creating your application with **the script tools** which generate default SCXML, rules template, and DSL code. All this material is available for customization through specific tools. The diagram below shows where you can customize the Web Engagement data used by your application.



Relationship between tools and application data.

1. You **create** categorization information with the **Category Manager** interface of the Genesys Administrator Extension. This information is added to the Configuration Server and retrieved by the Frontend Server. When the Frontend Server receives a browser request, it checks the category information.
2. You must **publish** the CEP rules template associated with your engagement model. You can modify this template before you publish it. Before you build, deploy, and start your application, you can also edit the SCXML files available in the **_composer-project** directory of your application folder.
3. The Genesys Rules Authoring Tool (GRAT) gets the CEP Rules template and allows you to create a package of CEP rules based on your **categories** (simple model) or on your **business events** (advanced model).
4. If the Web Engagement servers are built, deployed, and started, you can **deploy rules** with GRAT.
5. The GRAT notifies the Backend Server that rules are available in the Rules repository.
6. The Backend Server **downloads** the rules.
7. The Backend Server **updates** the Frontend Server.
8. When a browser submits a request to the Frontend Server, the Frontend Server checks the categories before providing the monitoring data.

Simple Engagement Model

Simple Engagement is deriving categories from the content of the SYSTEM and BUSINESS events. With this model, you do not need to create business events. You create rules and category information based on the available out-of-box system events. See [Simple Engagement](#) for further details.

Advanced Engagement Model

Advanced Engagement model uses Business events defined in the Browser-Tier DSL to create event-related rules. Once the business event gets generated by the Browser-Tier DSL, all the event attributes are available for the complex event processing and orchestration. See [Advanced Engagement](#) for further details.

Models combination

You can combine both the category and business event-based models to extract the most value out of the solution.