# Developer's Guide

## Customizing an Application

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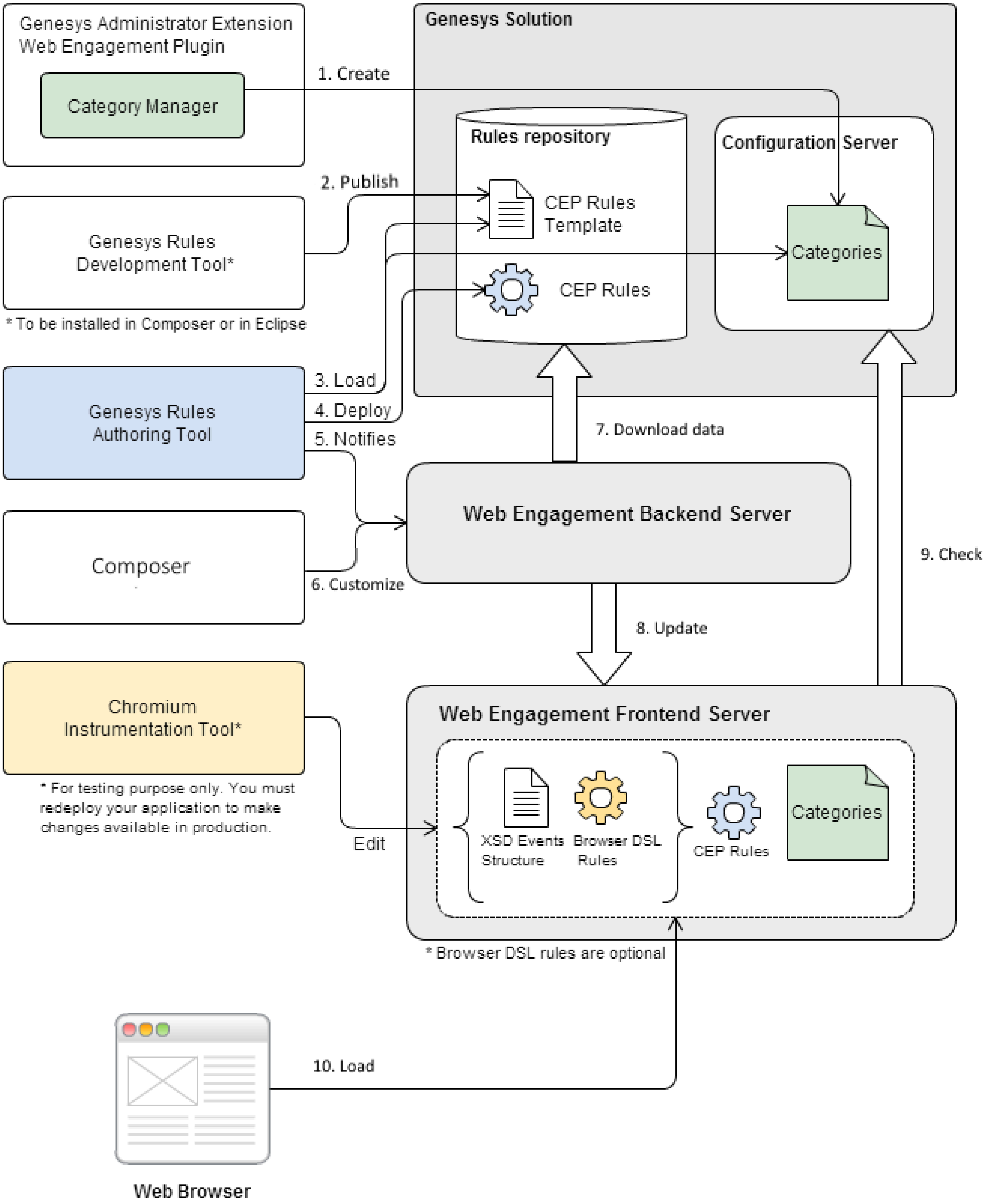
When you develop a Web Engagement application, you start by creating your application with the script tools which generates default SCXML strategies, rule templates, and DSL code. You can customize all of this material through specific tools.

> **Warning**
>
> The contents outside of the `<GWE_installation_directory>/apps/<application_name>` directory, including `*.JS` resources, **SHOULD NOT** be modified or reused in any way.

The diagram below shows where you can customize the Web Engagement data used by your application.


Genesys Administrator Extension
Web Engagement Plugin
Category Manager
1. Create
Genesys Solution
Rules repository
Configuration Server
2. Publish
CEP Rules Template
Categories
Genesys Rules Development Tool*
CEP Rules
* To be installed in Composer or in Eclipse
3. Load
4. Deploy
5. Notifies
Genesys Rules Authoring Tool
7. Download data
Web Engagement Backend Server
9. Check
Composer
6. Customize
8. Update
Chromium Instrumentation Tool*
Web Engagement Frontend Server
* For testing purpose only. You must redeploy your application to make changes available in production.
Edit
XSD Events Structure
Browser DSL Rules
CEP Rules
Categories
* Browser DSL rules are optional
10. Load
Web Browser

Relationship between tools and application data.

1. If you are following the Simple Engagement Model, you **create** categorization information with the Categories interface in Genesys Administrator Extension. This information is added to Configuration Server and retrieved by the Frontend Server. When the Frontend Server receives a browser request, it checks the category information. If you are following the Advanced Engagement Model, you **create** business events by modifying the DSL using the InTools application.
2. You must **publish** the CEP rule template associated with your engagement model. You can modify this template before you publish it.
3. You can **customize** the SCXML strategy files available in the `_composer-project` directory of your application folder. See Customizing the SCXML Strategies for details. At this point you can also customize the various Browser Tier Widgets.
4. The Genesys Rules Authoring Tool (GRAT) **loads** the CEP Rule template and allows you to create a package of CEP rules based on your categories (Simple Engagement Model) or on your business events (Advanced Engagement Model).
5. If your application is built and deployed, and the Web Engagement servers are started, you can **deploy** rules with GRAT.
6. GRAT notifies the Backend Server that rules are available in the Rules repository.
7. The Backend Server **downloads** the rules.
8. The Backend Server **updates** the Frontend Server. You can use the InTools application to customize your DSL.
9. When a browser submits a request to the Frontend Server, the Frontend Server **checks** the categories before providing the monitoring data.
10. The user's web browser **loads** the updates.