Quick Start Guide

Genesys Web Engagement 8.5.1

3/14/2022

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Genesys Web Engagement Quick Start Guide

Welcome to the *Genesys Web Engagement 8.5.1 Quick Start Guide*. In this guide you'll find steps to get Genesys Web Engagement up and running quickly by installing and working with the Playground application.

Get started!

Getting Started with the Playground Application

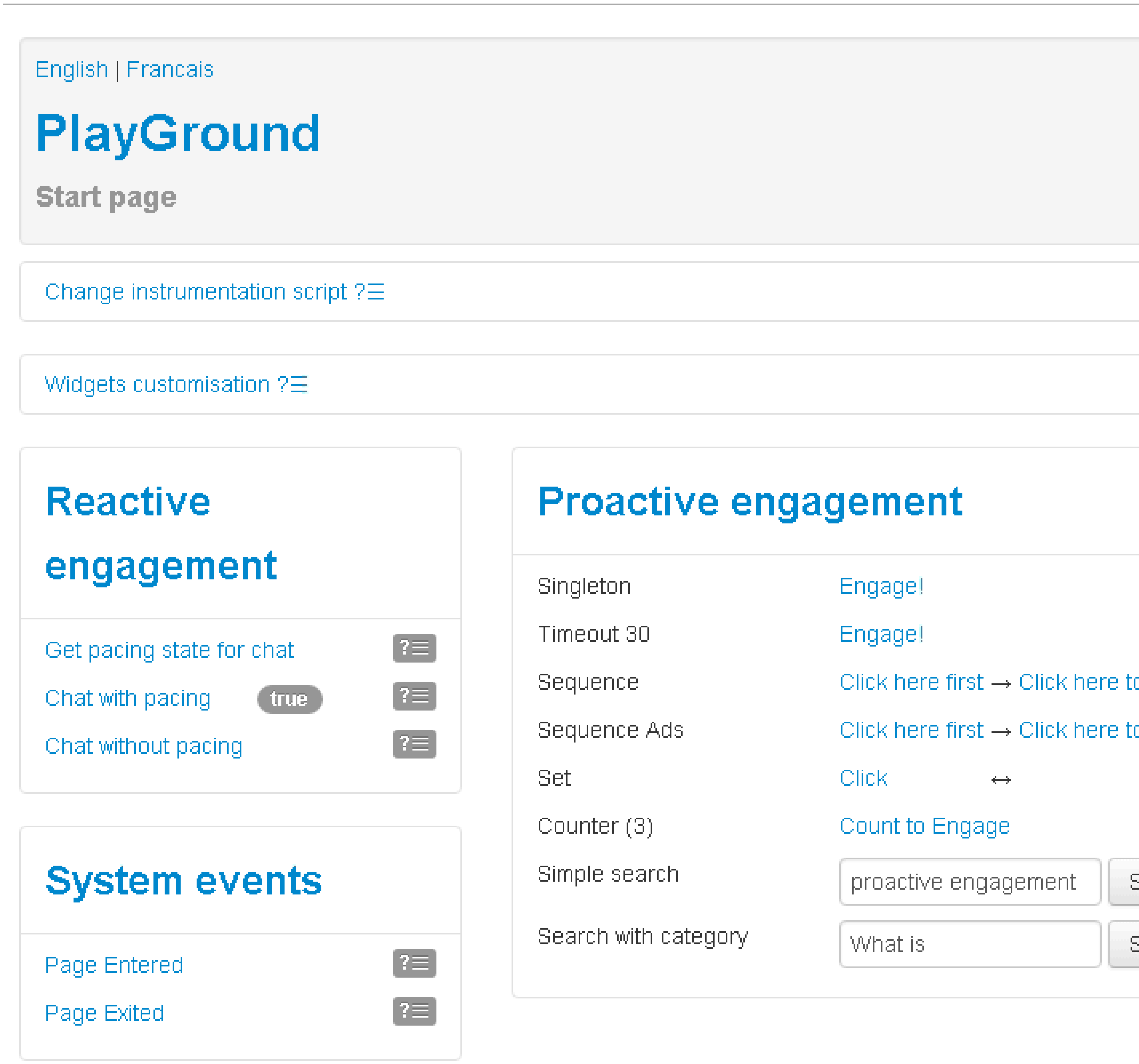
The fastest way to get started with Genesys Web Engagement is to use the Playground application, which is included in the Genesys Web Engagement installation package. After you install GWE, you can find the GWE application in the ***GWE_installation_directory*****\apps\playground** folder. This application contains all necessary resources to work with the Playground site. The site itself is found in the ***GWE_installation_directory*****\tools\playground** folder.

All you need to do is start GWE Server(s), deploy the *playground* GWE application by using the command ***GWE_installation_directory*****\deploy.bat** (or **deploy.sh** on Linux) and start the playground site by using the command ***GWE_installation_directory*****\tools\playground\playground.bat** (or **playground.sh** on Linux). Now you are ready to work with the features of Genesys Web Engagement.

Keep reading to learn more about the application, or go directly to "Installing Genesys Web Engagement" for details about installing and running the Playground application.

- **Read more — Playground application**

  The Playground application not only includes a Web Engagement application, but also a functioning sample website you can use to test and demonstrate Web Engagement's functional capabilities. This allows you to see Genesys Web Engagement at work on a website that is designed to highlight the GWE features and show you how to use them.



English | Francais

PlayGround

Start page

Change instrumentation script ?☰

Widgets customisation ?☰

Reactive engagement

Get pacing state for chat		?☰
Chat with pacing	true	?☰
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Page Entered	?☰
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Proactive engagement

Singleton	Engage!
Timeout 30	Engage!
Sequence	Click here first → Click here t
Sequence Ads	Click here first → Click here t
Set	Click ↔
Counter (3)	Count to Engage
Simple search	proactive engagement S
Search with category	What is S

The Playground application website.

Browser Support

The Playground website was created using Bootstrap and works on all web browsers that support Bootstrap. See the Bootstrap documentation for details: http://getbootstrap.com/getting-started/#support

- **Read more — GWE components**

Genesys Web Engagement Components

You should be familiar with the following Genesys Web Engagement components before you dive into the Playground application:

- DSL File
- Categories
- Instrumentation Script
- Rules Files
- Strategies
- Widgets
- Configuration Options
- Monitoring Agent API

DSL File

The DSL file is used to manage and customize business events. When you create an application, a set of Domain Specific Language (DSL) files that are used by your application is also created. These files are defined in the **apps\*Your application name*\resources\dsl\** directory. You can use the DSL to define Business events (read about the structure of these events here) that are specific to your solution needs.

Default domain-model.xml

The **domain-model.xml** is the main default DSL file for your application:

```
<?xml version="1.0" encoding="utf-8" ?>
<properties>
    <events>
        <!-- Add your code here
        <event id="" name="">
        </event>
        -->

        <!-- This is template for your search event -->
        <!--
        <event id="SearchEvent" name="Search">
            <trigger name="SearchTrigger" element="" action="click" url="" count="1" />
            <val name="searchString"       value="" />
        </event>
        -->
        <event id="TimeoutEvent30" name="Timeout-30" condition=""
postcondition="document.hasFocus() === true">
            <trigger name="TimeoutTrigger" element="" action="timer:30000"
type="timeout" url="" count="1" />
        </event>

    </events>

</properties>
```

By using the **<event>** element, you can create as many business events as you need. These events can be tied to the HTML components of your page and can have the same name, as long as they have different identifiers (these identifiers must be unique across the DSL file, to make a distinction between the events sent by the browser). It can be useful to associate several HTML components with the same event if these HTML components have the same function. For instance, you can define several events associated with a search feature and give all these events the same name: "Search".

For each event, you can define triggers which describe the condition to match in order to submit the event:

- Triggers can implement timeouts.
- Triggers can be associated with DOM events.
- You can define several triggers for the same event (see <trigger> for further details).

Each trigger should have an `element` attribute that specifies the document's DOM element to attach the trigger to, and the `action` attribute, which species the DOM event to track.

You can specify standard DOM events for the `action`:

- Browser Events
- Document Loading
- Keyboard Events
- Mouse Events
- Form Events

In addition to the standard DOM events, the DSL supports the following two values: `timer` and `enterpress`.

The following example generates a "Search" event if the visitor does a site search. The "searchString" value is the string entered in the "INPUT.search-submit" form.

```
<event id="SearchEventClick" name="Search">
          <trigger name="SearchTrigger" element="INPUT.search-submit" action="click"
url="" count="1" />
          <val name="searchString" value="INPUT.search-submit" />
</event>
```

If the DSL uses the optional `condition` attribute, the event's triggers are installed on the page if the condition evaluates to true. The following example creates a Business event with a time that can be triggered only if the text inside the <h1> tag is "Compare":

```
<event id="InactivityTimeout4CompareProductsEvent"
name="InactivityTimeout4CompareProducts" condition="$('h1').text() == 'Compare'">
           <trigger name="InactivityTimeout4CompareProductsTrigger" element=""
action="timer:10000" type="timeout"  url="http://www.MySite.com/site/olspage.jsp"
count="1"/>
</event>
```

If the DSL uses an optional `postcondition` attribute, this can manage how an event is generated by checking a condition after the actions are completed. The following example creates a Business event timeout by timer if a page is in focus. In this case, the event does not generate if the page is opened in the background:

```
<event id="TimeoutEvent10" name="Timeout-10" condition=""
postcondition="document.hasFocus() === true">
         <trigger name="TimeoutTrigger" element="" action="timer:10000" type="timeout"
url="" count="1" />
</event>
```

A DSL `trigger` can use the `type` attribute. This can have a value of either `timeout` or `nomove`, which specifies how the timer action works. If the `type` is `timeout`, then the timer interval begins after the page is loaded. If the `type` is `nomove`, then the timer resets each time the user moves the mouse.

You can also apply the optional `url` attribute. This attribute defines the URL of the specific page that raises the Business event. The Business event is not submitted if the current document's URL does not match the URL parameter.

Finally, you can apply the optional `count` attribute. This attribute specifies how many times the trigger needs to be matched before the event is generated and sent to the Web Engagement Server.

For more information about the DSL elements, see the Business Events DSL.

Categories

You can use the GWE Plug-in for Genesys Administrator Extension to define, in a few clicks, Web Engagement categories that contain business information related to URL or web page titles. These categories are used in the CEP rule templates, which provide rules that define when to submit actionable events to Web Engagement — this is what starts the engagement process.

For example, lets look at Solutions on the Genesys website. In this scenario, you can define a Solution category associated with the `http://www.genesys.com/solutions` page and several or all solution sub-pages, such as `http://www.genesys.com/solutions/cloud` or `http://www.genesys.com/solutions/enterprise-workload-management`.

- To associate the category with all the pages containing the "solutions" string in the URL, you can create the "solutions" tag. This tag defines the "solutions" string as a plain text expression to search in the events triggered by the visitor browsers.
- To set up a specific list of sub-pages for the Solutions category, you can create a tag for each sub-page:
    - The "cloud" tag, which defines the "cloud" string as the plain text expression to search in the events triggered by the visitor browsers.
    - The "enterprise-workload" tag, which defines the "enterprise-workload-management" string as the plain text expression to search in the events triggered by the visitor browsers.

Now your rules can use this category to match solution-related pages.

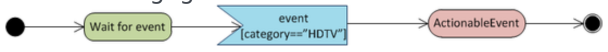
Instrumentation Script

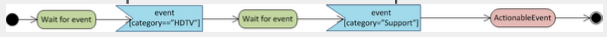
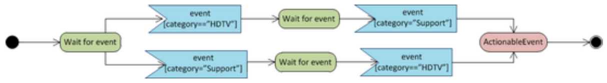
The Tracker Application instrumentation script is a small piece of JavaScript code that you paste into your website to enable Web Engagement functionality. You can copy the basic instrumentation script from the documentation and then modify it according to the additional options described in the documentation.

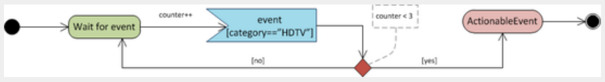
Rules Files

Genesys Rules System (GRS) provides the ability to develop, author, and evaluate business rules. A business rule is a piece of logic defined by a business analyst. These rules are evaluated in a Rules Engine based upon requests received from client applications such as Genesys Web Engagement. GRS implements the CEP (Complex Event Processing) template for GPE. This template type enables rule developers to build templates that rule authors then use to create rules and packages. These rules use customized event types and rule conditions and actions. Each rule condition and action includes the plain-language label that the business rules author will see, as well as the rule language mapping that defines how the underlying data will be retrieved or updated.

The Playground application has a pre-built rule file, called **rule.com.playground.drl**, located at ***GWE_installation_directory*\apps\playground\resources\drl**. The rules included in this file demonstrate the basic concepts of how Genesys rule files are used.

Singleton	
"Rule-101 singleton"	The rule receives each single event as a formal parameter. If the event's value matches the right category, then the actionable event is sent to the Web Engagement Server.  Wait for event event [category=="HDTV"] ActionableEvent
Expression Example	**When** page transition event occurs that belongs to category $category **Then** generate actionable event

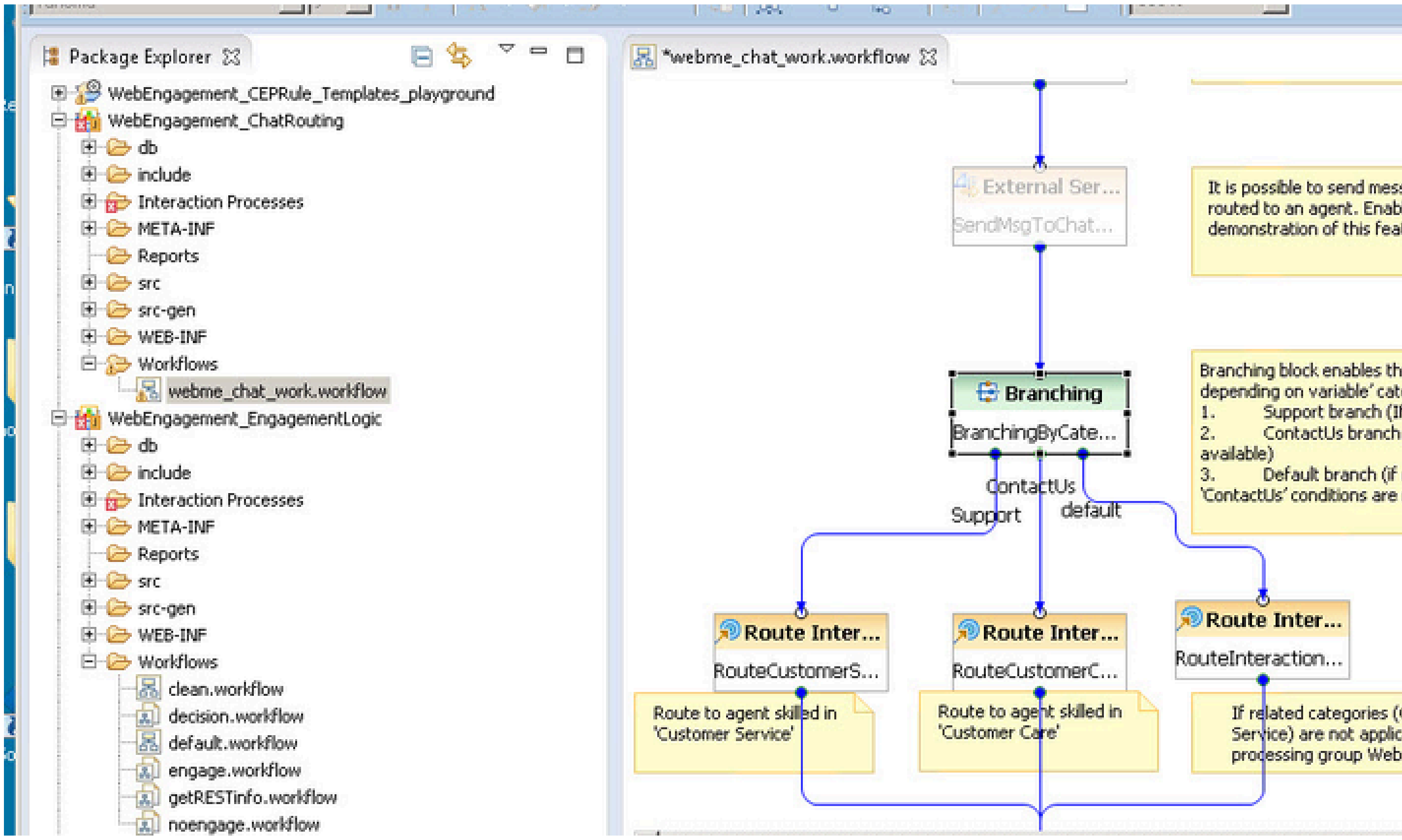
Sequence	
"Rule-108 sequence"	This rule analyses the event stream received from the categorization engine and builds the sequence of events by category values. As soon as the event sequence is completed, the actionable event is submitted. Note that the event sequence must follow a specific order.  Wait for event event [category=="HDTV"] Wait for event event [category="Support"] ActionableEvent
Expression Example	**When** page transition event occurs that belongs to category `$category1` save as `$event1` **and** event following `$event1` with category `$category2` save as `$event2` (...) **and** event following $\$event^{n-1}$ with category $\$category^{n}$ save as $\$event^{n}$ **Then** generate actionable event based on $\$event^{n}$
Set	
"Rule-136 Set"	This rule analyses the event stream received from the categorization engine and collects the events by category values. As soon as the event set is completed, the actionable event is submitted. If you use this rule, the event order is not taken into account.  Wait for event event [category=="HDTV"] Wait for event event [category="Support"] event [category="Support"] Wait for event event [category=="HDTV"] ActionableEvent
Expressions	**When** page transition event occurs that belongs to category `$category1` **or** page transition event occurs that belongs to category `$category1` (...) **or** page transition event occurs that belongs to category $\$category^{n}$ **Then** generate actionable event
Counter	

"Rule-122 counter"	This rule analyses the event stream received from the categorization engine and counts events which occur for a given category. As soon as the counter is reached, the actionable actionable event is submitted.  Wait for event counter++ event [category=="HDTV"] counter < 3 ActionableEvent [no] [yes]
Expressions	**When** Category `$category` counts `$count` times **Then** generate actionable event

Strategies

When you create your application, Genesys Web Engagement also creates default chat routing and engagement logic strategies in the **\apps\*application_name*\resources\_composer-projects\** folder. Orchestration Server (ORS) uses these strategies to decide whether and when to make a proactive offer, taking into account resources availability (pacing feature). You can modify these strategies by importing them into Composer.

The following shows the Chat Routing workflow, where interactions are routed to agents with "Customer Service" or "Customer Care" skills:



A Chat Routing workflow example.

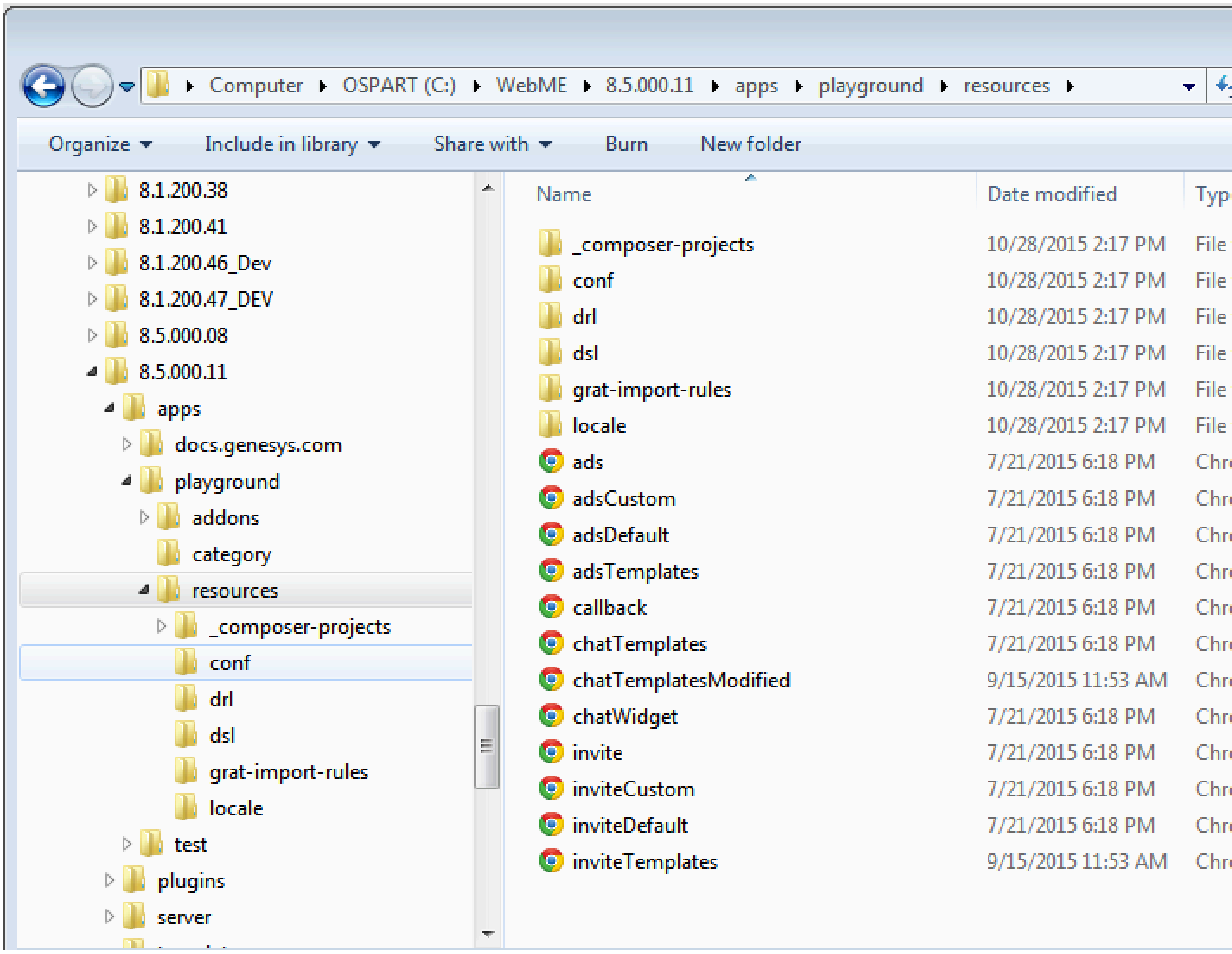
When you alter the strategies, you must save your changes, generate the code, and redeploy your application on a running instance of Genesys Web Engagement server to apply the changes.

Widgets

Genesys Web Engagement includes three pre-integrated *legacy* Web Engagement Browser Tier widgets:

- Invitation Widget
- Chat Widget
- Advertisement Widget

These widgets are based on HTML, CSS, and Javascript, and can be customized to suit the look and feel of your website. They are located in the folder ***GWE_installation_directory*\apps*application_name*\resources**.



Name	Date modified	Typ
_composer-projects	10/28/2015 2:17 PM	File
conf	10/28/2015 2:17 PM	File
drl	10/28/2015 2:17 PM	File
dsl	10/28/2015 2:17 PM	File
grat-import-rules	10/28/2015 2:17 PM	File
locale	10/28/2015 2:17 PM	File
ads	7/21/2015 6:18 PM	Chr
adsCustom	7/21/2015 6:18 PM	Chr
adsDefault	7/21/2015 6:18 PM	Chr
adsTemplates	7/21/2015 6:18 PM	Chr
callback	7/21/2015 6:18 PM	Chr
chatTemplates	7/21/2015 6:18 PM	Chr
chatTemplatesModified	9/15/2015 11:53 AM	Chr
chatWidget	7/21/2015 6:18 PM	Chr
invite	7/21/2015 6:18 PM	Chr
inviteCustom	7/21/2015 6:18 PM	Chr
inviteDefault	7/21/2015 6:18 PM	Chr
inviteTemplates	9/15/2015 11:53 AM	Chr

The Browser Tier Widgets.

You can customize the widgets using the HTML files in this directory, CSS, or the Notification Service API. You can also build your own version of a particular widget with the help of the Web Engagement APIs.

Configuration Options

For a full list of configuration options for the Web Engagement servers, see Configuration Options.

Monitoring Agent API

The Monitoring Agent API is available through the JavaScript libraries provided by the Web Engagement Server at runtime. By using this API in your web pages, you can submit events to the Genesys Web Engagement Server, independently from the set of events and conditions defined in the DSL files loaded by the browser's Monitoring Agents. For more information, see the Monitoring Agent API documentation.

Installing Genesys Web Engagement

In order to use the Playground application, you must first install and configure Genesys Web Engagement and its related components, start Web Engagement Server and then deploy the Playground Application.

For details, see the steps below:

1. Review the prerequisites and make sure your Genesys environment meets the requirements.
2. Install the Genesys Web Engagement Servers. These procedures describe how to install and configure the Web Engagement Server cluster and nodes.
3. Make sure you have properly configured agents and add agent shortcuts to the Web Engagement Chat agent group: In Genesys Administrator, navigate to **Provisioning > Accounts > Agent Group**, and select Web Engagement Chat. Go to the agent tab and click **Add** to add the agent to the group.
4. Install the Plug-in for Workspace Desktop Edition. You can install this plug-in if you want to enable chat engagement features so you can see Web Engagement from the agent's perspective when you test the Playground Application.
5. Go to the **tools\playground\static\html\** folder and open the **instrumentation.html** file in an editor. Modify the following lines to replace `demosrv.genesyslab.com` with the fully qualified domain name of your host:
   - `var serverDefault = 'http://demosrv.genesyslab.com:9081';`
   - `var serverSecure = 'http://demosrv.genesyslab.com:9081';`
   - `domainName:'demosrv.genesyslab.com',`

   Save your changes and close the file.
6. Deploy an Application. To complete these procedures, make sure you use the application name **playground**.
7. Make sure the components in your Genesys environment are running:
   - Configuration Server
   - Universal Routing Server
   - Interaction Server
   - Orchestration Server
   - Stat Server

- Chat Server
- Media Server
- Interaction Workspace

8. Start the Web Engagement Servers.
9. Start the playground site using the command **playground.bat** (**playground.sh** on Linux) located in the folder ***GWE_installation_directory*\tools\playground\**.
10. Log in any agents from the Web Engagement Chat agent group.

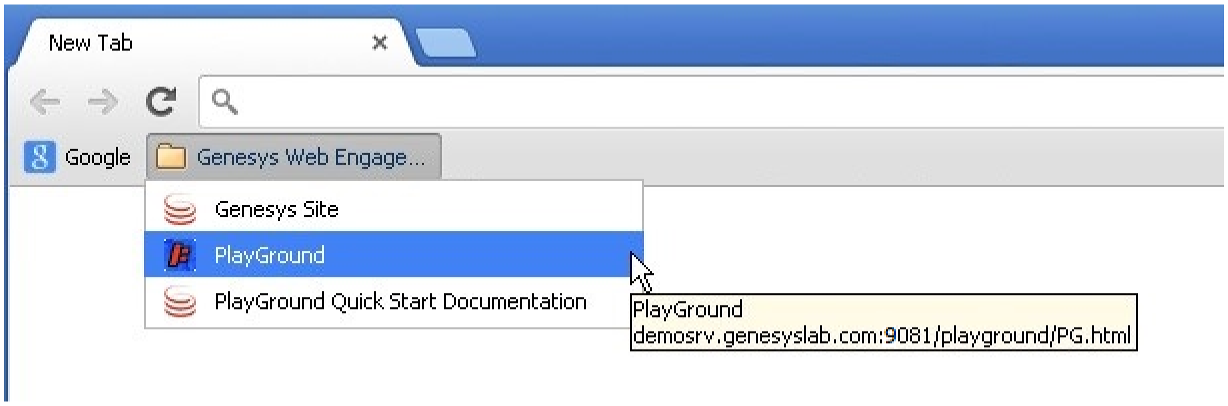
Congratulations! You are ready to run the Playground application.

Running the Playground Application

You can now run the application in any web browser or the InTools application — a GWE tool that allows you to work with the DSL and view events.

To launch InTools, navigate to ***GWE_installation_directory*/tools/intools/**. Take the **intools.crx** file and drop it into the Extensions page of your Google Chrome or Chromium browser. Click the **Genesys Web Engagement** bookmark in the toolbar and select **Playground** to launch the Playground application.

IMPORTANT: If your web browser blocks the installation of extensions, you can try the steps described in InTools installation for Chrome (Windows).


New Tab
Google
Genesys Web Engage...
Genesys Site
PlayGround
PlayGround Quick Start Documentation
PlayGround
demosrv.genesyslab.com:9081/playground/PG.html

You can access the Playground application directly from InTools.

The Playground is an external application located at ***GWE_installation_directory*/tools/playground/**. You can configure it in the application.properties. For example, to change the port configuration, you would modify the value of the **server.port** parameter (default is 8081).

To open the Playground application from the ***GWE_installation_directory*/tools/playground/** folder, run the **playground.bat** file.

To open the Playground application from a web browser, navigate to `http://`*`playground_host_name`*`:`*`playground_port`*`/playground/PG.html`.

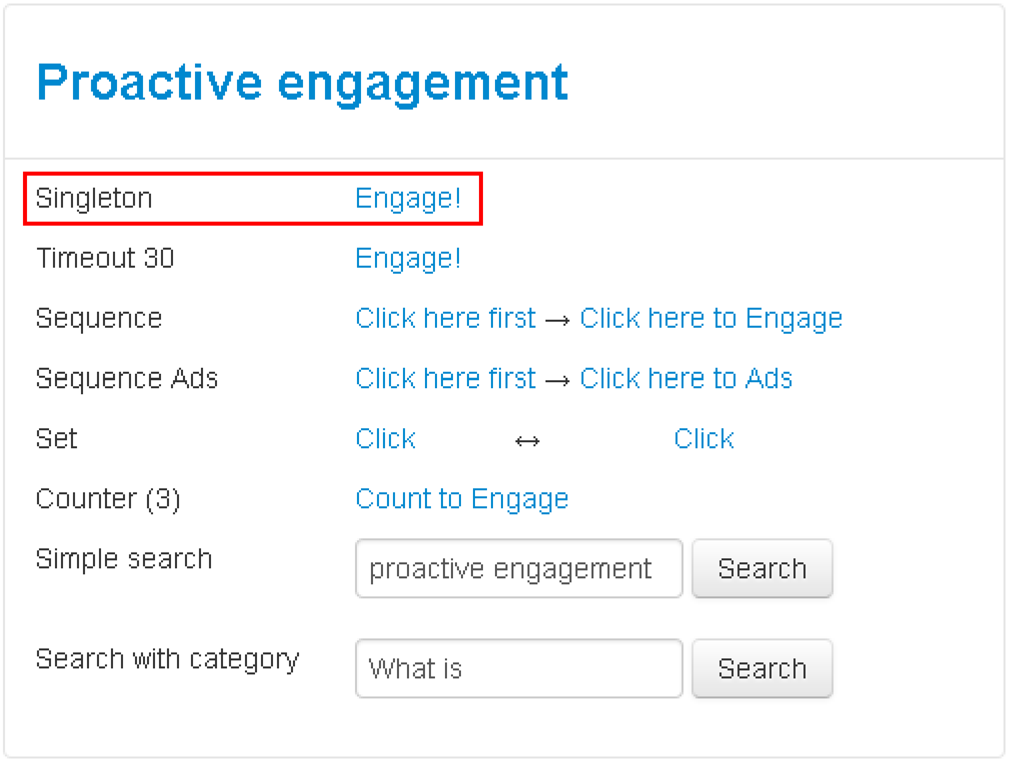
- *playground_host_name* — The name or IP address of the host where the Playground application is running.
- *playground_port* — The default port of the Playground application (can be configured in application.properties).

For example, `http://127.0.0.1:8081/playground/PG.html`

Example: Web Chat End-to-End

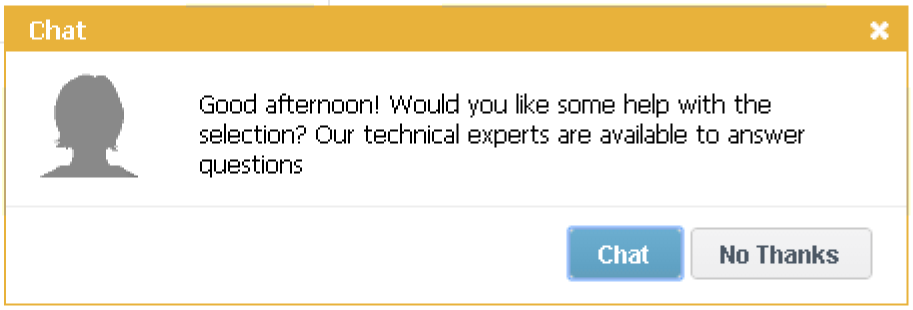
Complete the steps below for an example of an end-to-end scenario for proactive chat.

1. Make sure the Playground application is open and you have a logged in and ready agent in the Web Engagement Chat agent group.
2. Click **Engage!** next to the Singleton business rule.


Proactive engagement
Singleton Engage!
Timeout 30 Engage!
Sequence Click here first → Click here to Engage
Sequence Ads Click here first → Click here to Ads
Set Click ↔ Click
Counter (3) Count to Engage
Simple search proactive engagement Search
Search with category What is Search

Click **Engage!**

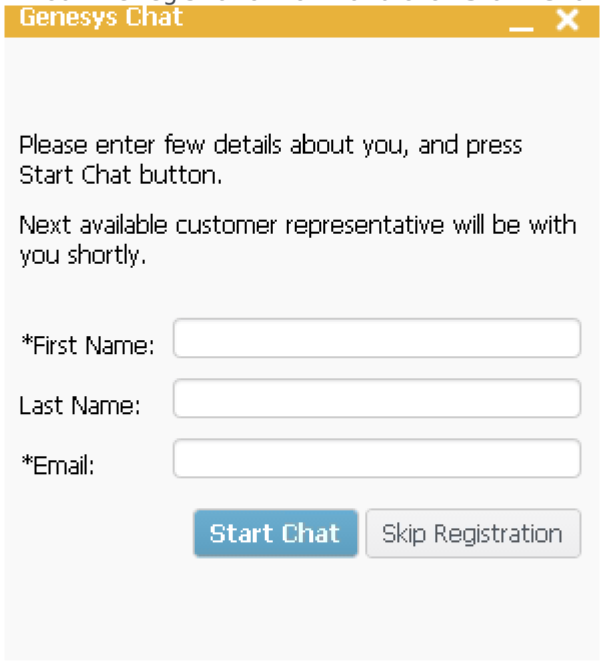
3. The chat pop-up appears. Click **Chat**.



Good afternoon! Would you like some help with the selection? Our technical experts are available to answer questions

Click **Chat** in the chat pop-up.

4. Fill out the registration form and click **Start Chat**.



Please enter few details about you, and press Start Chat button.

Next available customer representative will be with you shortly.

*First Name:	
Last Name:	
*Email:	

Click **Start Chat** after filling out the registration form.

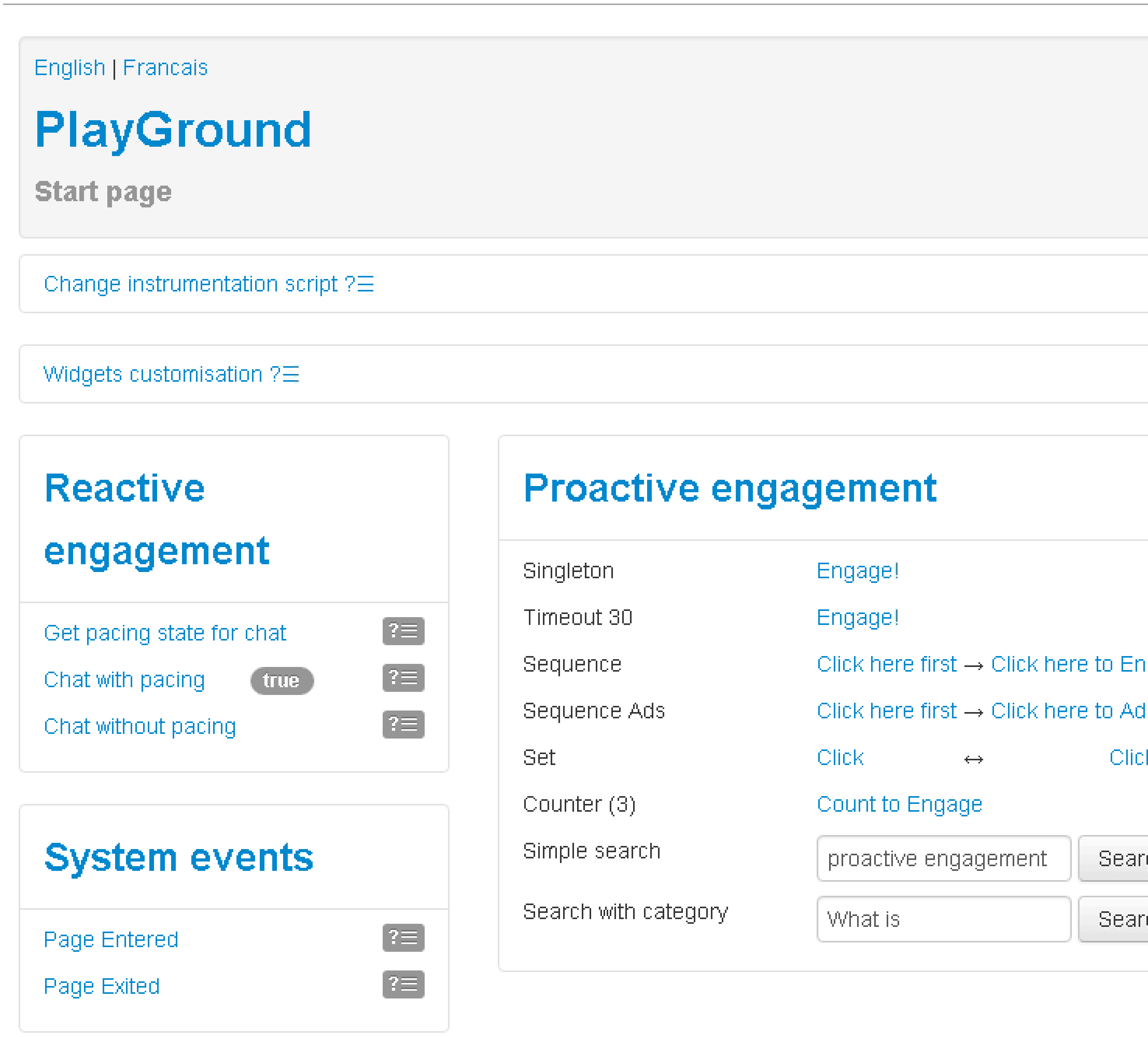
5. On the agent side, accept the chat. You just walked through your first proactive engagement!

Next Steps

- Working with the Playground Application

Working with the Playground Application

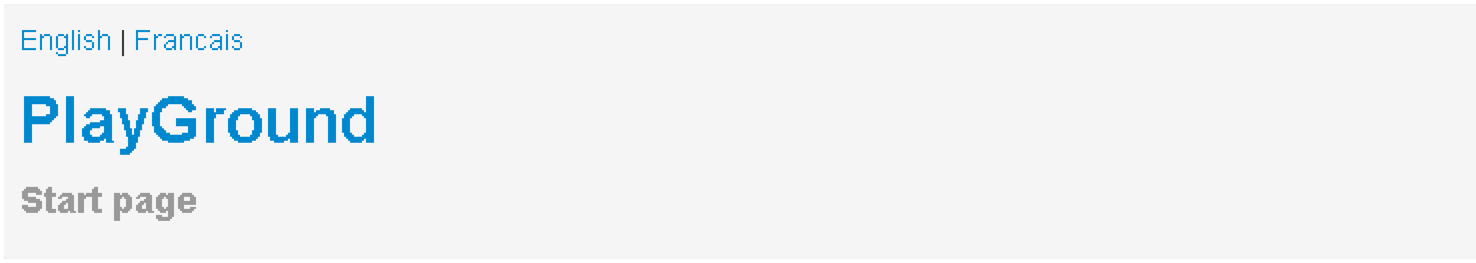
The Playground application website features a header block and four other functional blocks that can all be collapsed with a click. You can use the links and buttons in these blocks to trigger chat, business rules, and business events.



The Playground application.

PlayGround

The **PlayGround** header block displays the current page name (**Start page** in the image above) and links to the Read Me file for the application.



English | Francais

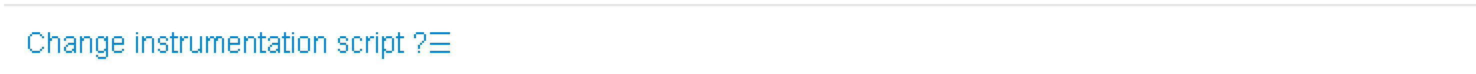
PlayGround

Start page

The **PlayGround** header block.

Change instrumentation script

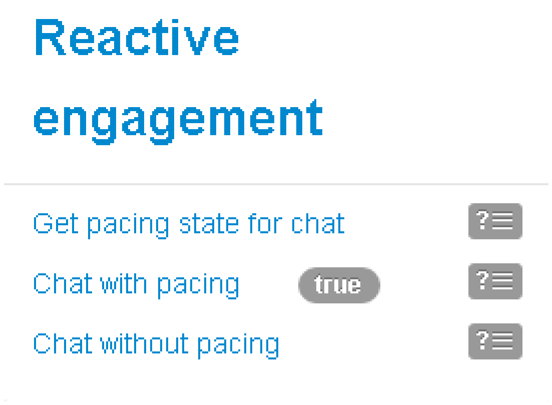
The **Change instrumentation script** block allows you to configure the instrumentation script on the fly. For details about configuring the script, see Configuring the Instrumentation Script.



The **Change instrumentation script** block.

Reactive engagement

The **Reactive engagement** block allows you to initiate chat interactions with an agent simply by clicking a link.



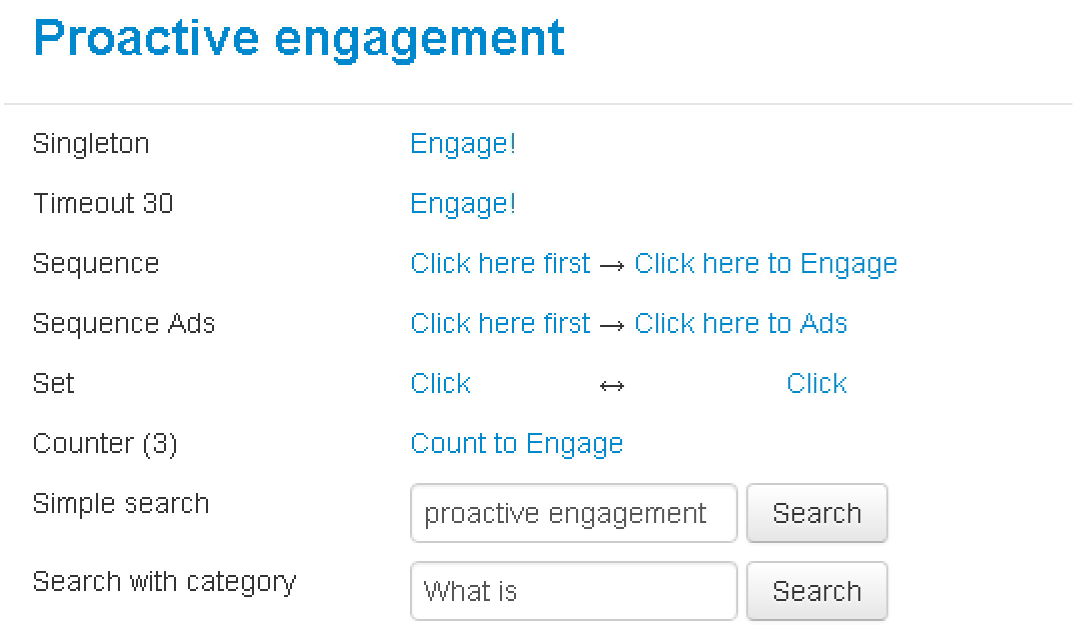
The **Reactive engagement** block.

The block contains three links that demonstrate reactive chat, with and without the pacing algorithm.

- Get pacing state for chat — Displays `true` if the pacing algorithm allows reactive chat and `false` if the pacing algorithm doesn't allow reactive chat. See Configuring the Pacing Algorithm for details.
- Chat with pacing — Opens a registration form for a chat if the pacing algorithm allows reactive chat.
- Chat without pacing — Opens a registration form for a chat, regardless of whether the pacing algorithm allows reactive chat.

You can modify the code for each of the actions by clicking the related view code button ?☰, making your changes, and then clicking **Save**.

Proactive engagement



Proactive engagement

Singleton	Engage!
Timeout 30	Engage!
Sequence	Click here first → Click here to Engage
Sequence Ads	Click here first → Click here to Ads
Set	Click ↔ Click
Counter (3)	Count to Engage
Simple search	proactive engagement Search
Search with category	What is Search

The **Proactive engagement** block.

The **Proactive engagement** block contains a set of links that trigger business rules. Clicking one of these links changes the address of the page, the page title, and the name of the page in the **PlayGround** header block. In this way, the application simulates a functioning multi-page website.

To trigger business rules, the following conditions must be true:

- All system components must work. See Step 7 in Installing Genesys Web Engagement for component information.
- The website must have a properly configured instrumentation script in the **Change instrumentation script** block.
- All resources fro the instrumentation script should be available.
- There are available agents for the selected media channel.
- The invitation limit (3 by default) should not be exhausted. The invitation limit is set in the Engagement strategy for the application. See Engagement Policy (Decision Workflow) for details.

Here is a summary of events when you trigger a business rule:

- The application displays the engagement invitation. You can accept, reject, or ignore the invite.
- If you ignore, the invitation disappears. If you reject, the invitation closes.
- If you accept and are logged in (see the **User Identification** block for details), the application does not display the registration form and you begin the chat session.
- If you accept and are not authorized, the application displays the registration form. If you complete the registration form, the information is passed on to the agent in Interaction Workspace. If you do not

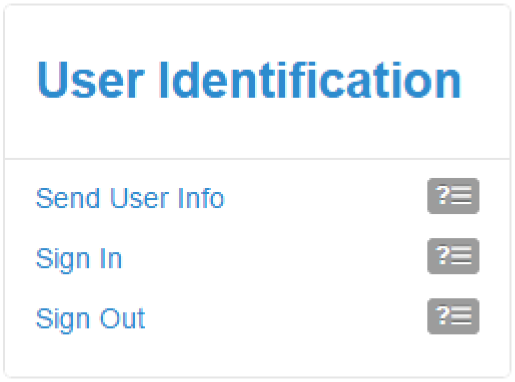
complete the registration form, you communicate with the agent as an anonymous user.

The Proactive block lets you try out different business rules based on the default rule templates included with Genesys Web Engagement. See Creating Business Information for details about rule templates and Deploying a Rules Package for more information about rules.

Business Rule	Description
Singleton	Entrance to the page is specified in the PlayGround-Singleton category. **Category:** PlayGround-Singleton
Timeout 30	Entrance to the page is specified in the PlayGround-Timeout30 category. A business rule is triggered after a 30-second delay. **Category:** PlayGround-Timeout30
Sequence	Serial input to the first page **First**, then on page **Second**. The sequence may be any length. For example, this could be extended to check if all the necessary pages of a **Wizard** have been successfully completed. **Categories:** PlayGround-Seq-First and PlayGround-Seq-Second
Sequence Ads	Serial input to the first page **AdvertisementOne**, then on page **AdvertisementTwo**. The sequence may be any length. For example, this could be used to display advertisements. Note that Advertisement sequence does not passed through the Orchestration server and instead sends notification directly to the browser. **Categories:** PlayGround-Ads-First and PlayGround-Ads-Second
Set	Bypassing pages set in any order. The user can go to PageA, then on to PageB, or vice versa.
Counter (3)	Counts multiple entries on the same page. **Category:** Playground-Counter
Simple search	Search for a specific keyword. The keyword is hard-coded in the business rule.
Search with category	Search for a specific keyword. The keyword is defined by the PlayGround-Search category. A regular expression can be used to describe the keyword. **Category:** PlayGround-Search

User Identification

The **User Identification** block contains links to send events that are generated by the Monitoring API. All events in this block can be modified by clicking the related view code button and then **Save**. You can use the user information to manage registration (from the registration form for the authorized user) and send the necessary information to the agent.



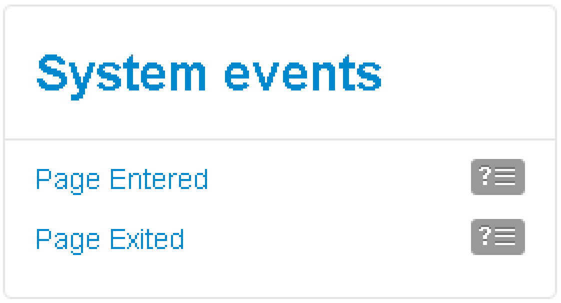
The **User Identification** block.

This block demonstrates three generated events:

- **Send User Info**—Send events with user information. You can use this event to identify an authorized user who has previously visited the site.
- **Sign In**—Send the authorized user login event.
- **Sign Out**—Send the authorized user log out event.

System events

The **System events** block contains links that demonstrate the PageEntered and PageExited system events that are part of the Monitoring JS API. You can modify the code for each of the actions by clicking the related view code button , making your changes, and then clicking **Save**.



The **System events** block.

Important: The **PageEntered** event updates the current **pageID**. Make sure that a **PageExited** event is sent before sending a **PageEntered** event, as it is important for correctly modeling the actions of a Single Page Application.

Testing the Playground Application

To give you a better idea of how to use the Playground application, let's walk through an example of building a "keyword search" scenario.

Test Scenario Steps

Here are the steps in our scenario:

1. An anonymous user visits the site.
2. The user enters a search term, "contract", in the search box.
3. The user browses the search results.
4. A chat invitation window appears.
5. The user accepts the invitation.
6. The user fills out the registration form and submits it.
7. The user chats with an agent.
8. The agent sees pages the user visited.
9. The agent sends the user a link to a page of interest.
10. The user exits the chat session.

Test Scenario Preparation

Here are the steps to complete before we can walk through our test scenario. Note that for steps 1 through 6, you do not need to take any action if you are using the Playground application, as these items are covered out of the box.

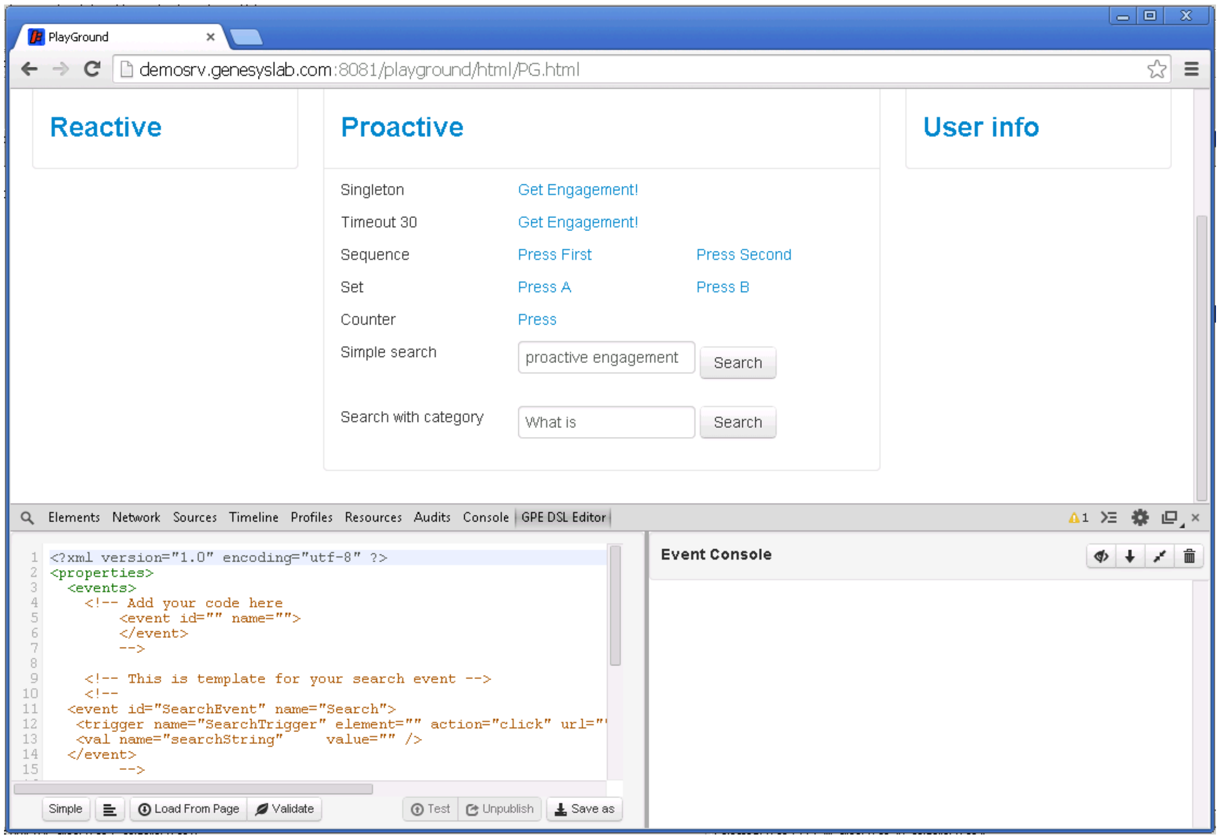
1. **Customize the DSL file with the InTool application.**

   IMPORTANT: If your web browser blocks the installation of extensions, you can try the steps described in InTools installation for Chrome (Windows).

   Complete the steps below to add the events to the DSL file for our test scenario.

   Start

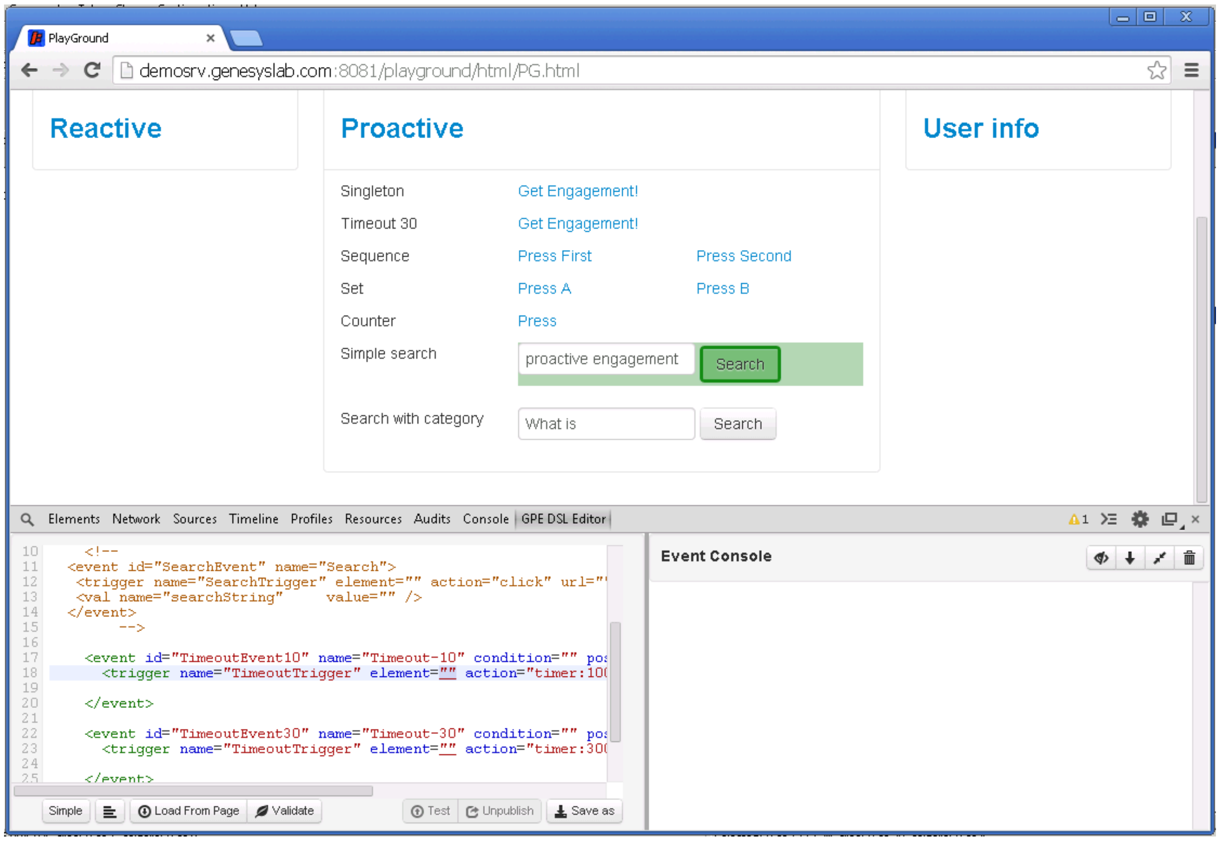
   1. Open the Playground application in InTools. You can launch InTools by navigating to ***GWE_installation_directory*\tools\intools\**. Take the **intools.crx** file and drop it into the Extensions page of your Google Chrome or Chromium browser.
   2. Press F12 to open the developer tools and select **GPE DSL Editor**.



```
<?xml version="1.0" encoding="utf-8" ?>
<properties>
  <events>
    <!-- Add your code here
        <event id="" name="">
        </event>
        -->

    <!-- This is template for your search event -->
    <!--
  <event id="SearchEvent" name="Search">
   <trigger name="SearchTrigger" element="" action="click" url="'
   <val name="searchString"     value="" />
  </event>
        -->
```

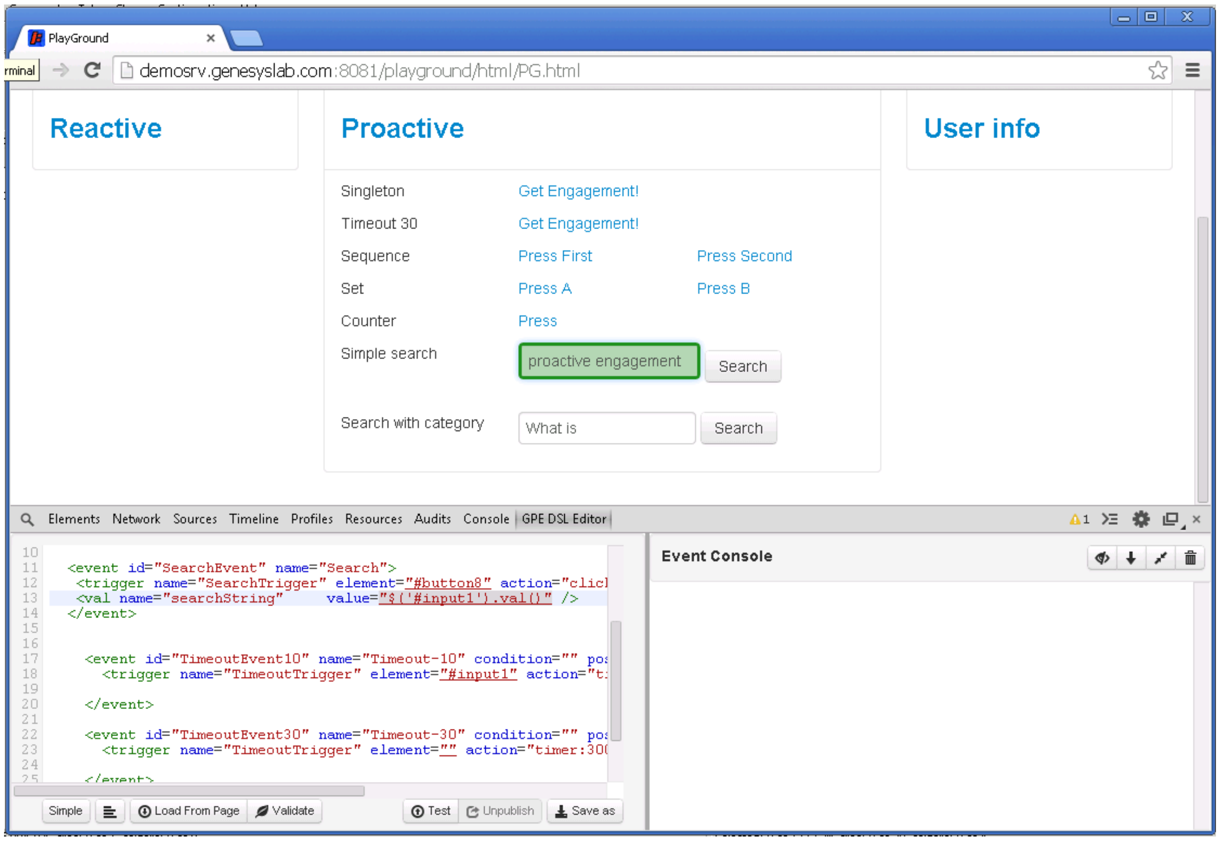
The left window shows the DSL for Playground application, while the left window shows the events on the page.

3. Find the "TimeoutEvent10" **<event>** in the DSL and select the "element" attribute on its **<trigger>**. InTool goes into search mode.
4. Select **Search**. The selector for **Search** replaces the "element" attribute value. We now have a trigger for the event in Step 5 of our test scenario: 10 seconds after loading the search results appears chat invitation window.



```
    <!--
  <event id="SearchEvent" name="Search">
   <trigger name="SearchTrigger" element="" action="click" url="'
   <val name="searchString"     value="" />
  </event>
        -->

    <event id="TimeoutEvent10" name="Timeout-10" condition="" pos
      <trigger name="TimeoutTrigger" element="" action="timer:10(

    </event>

    <event id="TimeoutEvent30" name="Timeout-30" condition="" pos
      <trigger name="TimeoutTrigger" element="" action="timer:30(

    </event>
```

5. If you select a "value" attribute in the DSL, InTool goes into search mode. Now you can select an item on the page and the selector for that item will replace the "value" attribute in the DSL.



```
  <event id="SearchEvent" name="Search">
   <trigger name="SearchTrigger" element="#button8" action="clicl
   <val name="searchString"      value="$('#input1').val()" />
  </event>


    <event id="TimeoutEvent10" name="Timeout-10" condition="" pos
      <trigger name="TimeoutTrigger" element="#input1" action="t:

    </event>

    <event id="TimeoutEvent30" name="Timeout-30" condition="" pos
      <trigger name="TimeoutTrigger" element="" action="timer:30(

    </event>
```

6. Click **Test** to confirm your event works.

End

2. **Create categories using the GWE Management interface.**

   In the steps below we create a category that matches the "contract" search term, Step 2 in our Test Scenario.

   Start

   1. Open a browser and go to `http(s)://`*`<GWE Load Balancer host>:<GWE Load Balancer port>`*`/server`
   2. On the **Categories** page, click **New Category**.
   3. Enter the following information:
      - **Category Name** — `Playground-SearchWithCategory`
      - **Category Description** — `Keywords for search`
      - Enable "Reveal category in Agent Portal" to make the category available for agents.
      - Click **Save**. The new category is added to the list of categories.
   4. Select the **Playground-SearchWithCategory** category.
   5. In the **Matching Tags** section, click **+**.
   6. Enter the following information:
      - **Name** — `PlayGround-SearchWithCategory`

- **Type** — `Plain Text`
- **Expression** — `contact`
- **Language** — Select a language from the list.
- Click **Save**. The tag is added to the Category Matching Tags section.

7. In the Language section, click **+**.
8. Enter the following information:
    - **Name** — `PlayGround-SearchWithCategory`
    - **Language** — Select a language from the list.
    - Click **Save**. The language is added to the Language section.

End

3. **Configure Genesys Rules System**

Complete the following procedures Genesys Rules System to work with Web Engagement.

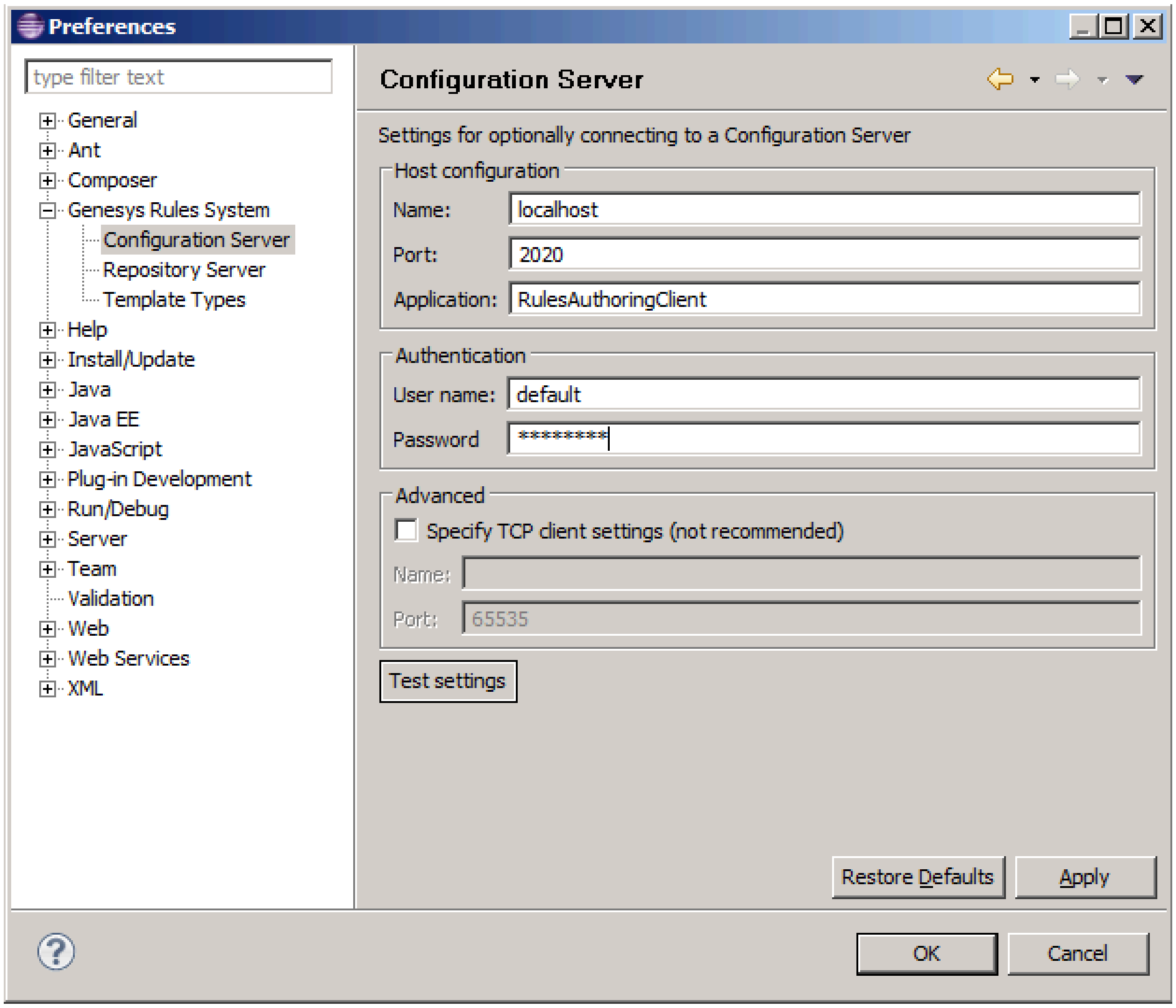
Configuring Genesys Rules Development Tool

Prerequisites

- Your environment includes Genesys Rules Development Tool (GRDT), deployed as a Composer plug-in. See Genesys environment prerequisites for compliant versions. For more information about installing GRDT, refer to Installing the GRDT Component in the the Genesys Rules System Deployment Guide.
- You enabled the Galileo update site in GRDT, as described in Installing the GRDT Component.

Start

1. Open Genesys Rules Development Tool by starting Composer.
2. Navigate to **Window > Preferences**. The **Preferences** window opens.
3. Navigate to **Genesys Rules System > Configuration Server**. Edit the settings.
    - Enter the Configuration Server host name. For instance, `localhost`.
    - Enter the Configuration Server port. For instance, `2020`.
    - Enter the application name for the Rules Authoring Client application. For instance, `RulesAuthoringClient`.
    - In the Authentication section, enter the name and password for a user who can connect to Configuration Server and click **Apply**.



Configuration Server

Settings for optionally connecting to a Configuration Server

Host configuration

Name: localhost

Port: 2020

Application: RulesAuthoringClient

Authentication

User name: default

Password *********

Advanced

[ ] Specify TCP client settings (not recommended)

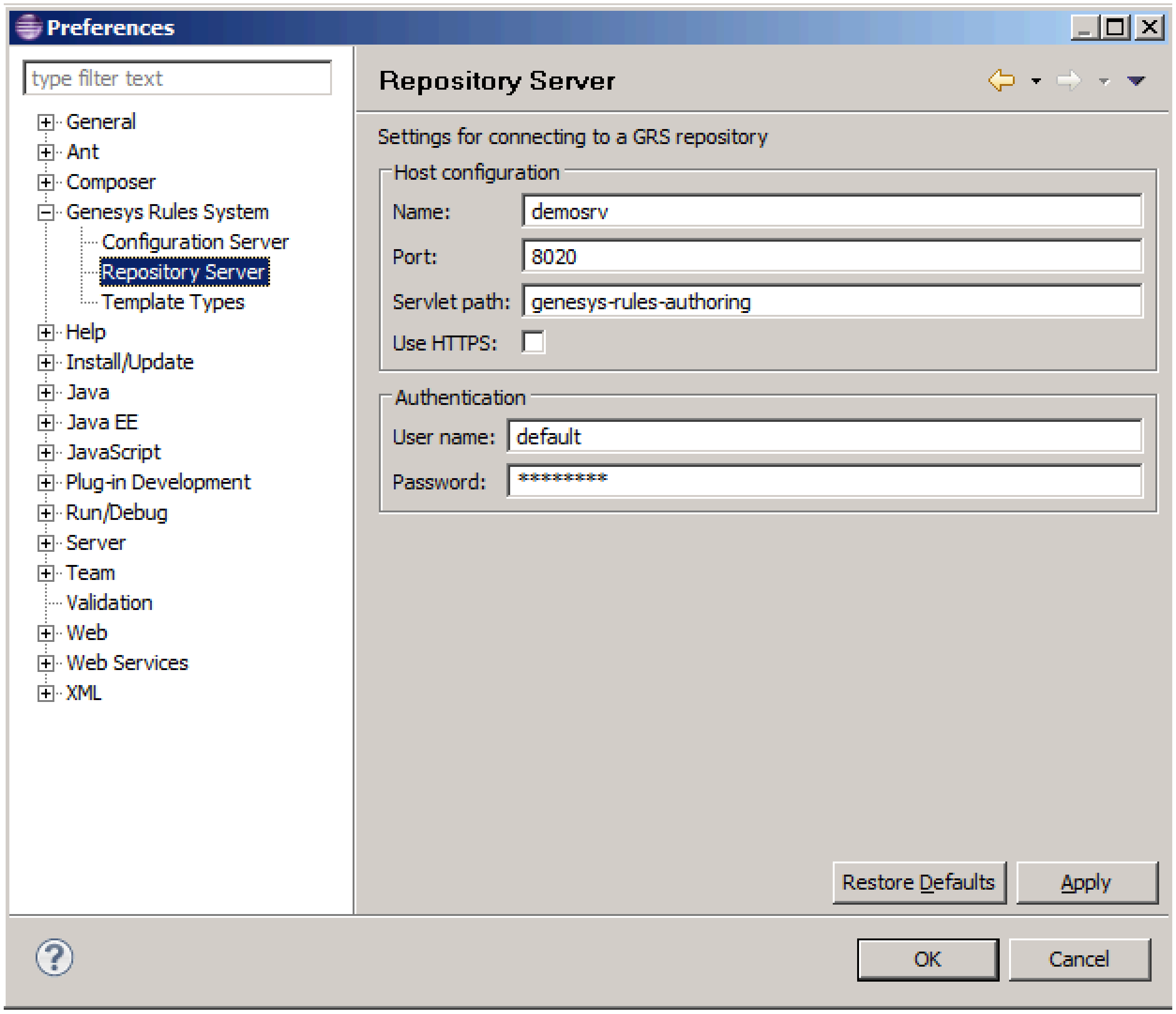
Name:

Port: 65535

GRDT settings for Configuration Server.

4. Navigate to **Genesys Rules System > Repository Server**. Edit the settings.
   - Enter the Repository Server host name. This is the name of the host specified for the GRS application (application with type Business Rules Execution Server) in Genesys CME. For instance, `localhost`.
   - Enter the Repository Server port. This is the port with the ID `genesys-rules-engine` that is specified for the GRS application (with type Business Rules Execution Server) in Genesys CME. For instance, `8020`.
   - Enter the Servlet path as `genesys-rules-authoring`.
   - In the Authentication section, enter a name and password for a user who:
     - Has Read and Execute permissions for the Genesys Rules Authoring client application (set up in Configuration Server); this user must have explicit Read and Execute permissions or must belong to an access group with those permissions.
     - Belongs to a Role with the following privileges: Template - Create, Template - Modify, Template - Delete.

5. Click **Apply**.



Repository Server

Settings for connecting to a GRS repository

Host configuration

Name: demosrv

Port: 8020

Servlet path: genesys-rules-authoring

Use HTTPS: ☐

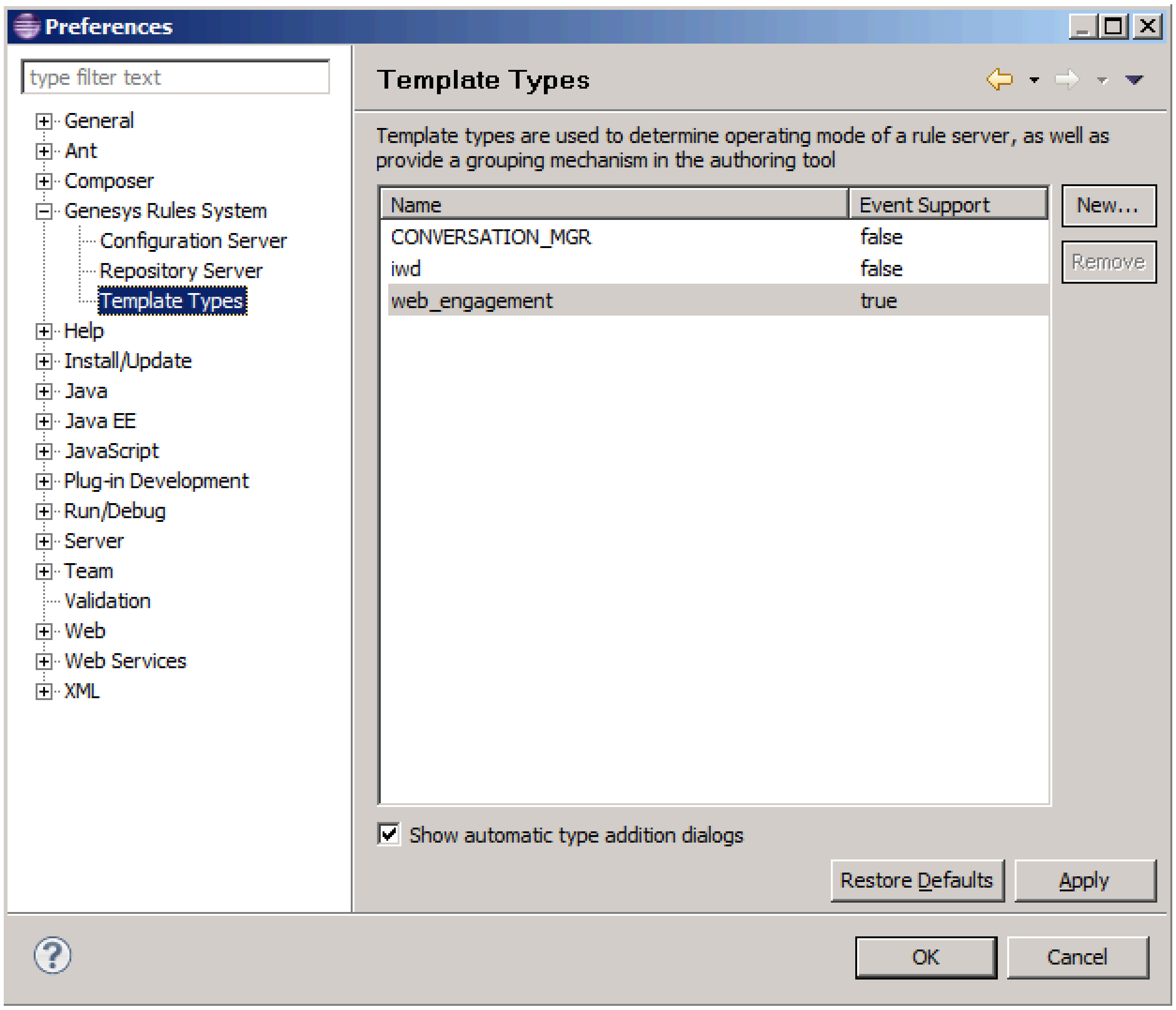
Authentication

User name: default

Password: *********

GRDT settings for the Repository Server.

6. Navigate to **Genesys Rules System > Template Types**. If it is not present, add the **web_engagement** template type and set **Event Support** to `true`. Click **Apply**.


Preferences

type filter text

- General
- Ant
- Composer
- Genesys Rules System
  - Configuration Server
  - Repository Server
  - Template Types
- Help
- Install/Update
- Java
- Java EE
- JavaScript
- Plug-in Development
- Run/Debug
- Server
- Team
- Validation
- Web
- Web Services
- XML

Template Types

Template types are used to determine operating mode of a rule server, as well as provide a grouping mechanism in the authoring tool

Name	Event Support
CONVERSATION_MGR	false
iwd	false
web_engagement	true

New... Remove

[✓] Show automatic type addition dialogs

Restore Defaults Apply

OK Cancel

Template types in Composer

7. Click **OK**.

End

Configuring Genesys Rules Authoring Tool

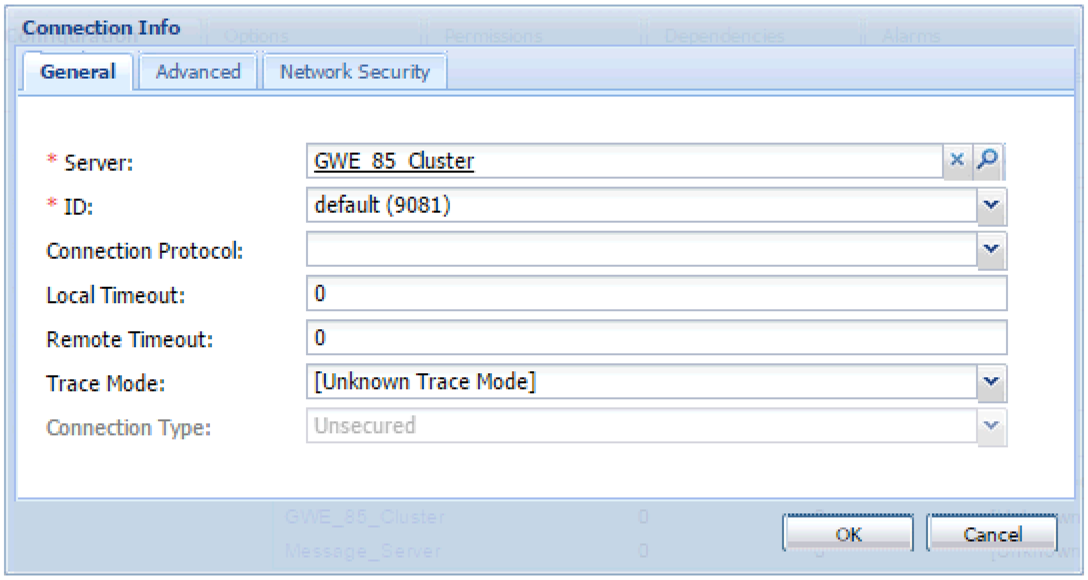
Prerequisites

- Your environment includes Genesys Rules Authoring Tool (GRAT). See Genesys environment prerequisites for compliant versions. For more information about installing GRAT, refer to the Genesys Rules System Deployment Guide.

Start

1. In Genesys Administrator, navigate to **Provisioning > Environment > Applications**, select the GRAT application (the application with type Business Rules Execution Server), and click **Edit**.

2. In the Connections section, click **Add...**.
3. Select the Genesys Web Engagement Cluster and click **OK**.
4. Select the Web Engagement Cluster in the list of connections and click **Edit**.
5. In the **Connection Info** window, select `default` for the ID field. Click **OK**.

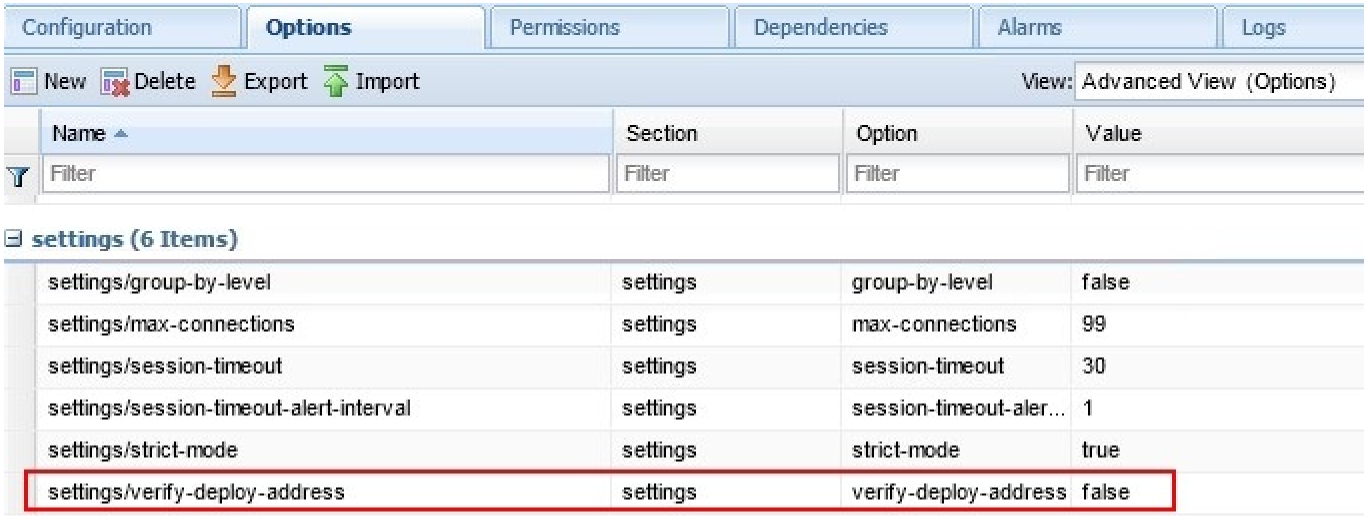


Connection Info

* Server:	GWE_85_Cluster
* ID:	default (9081)
Connection Protocol:	
Local Timeout:	0
Remote Timeout:	0
Trace Mode:	[Unknown Trace Mode]
Connection Type:	Unsecured

ID is set to the `default` port.

6. Select the **Options** tab.
7. In the **[settings]** section, set **verify-deploy-address** to `false`. You must set this option because in Genesys Web Engagement, rule packages are deployed to the Web Engagement Server, not to Genesys Rules Engine. When set to `false`, this option prevents GRS from trying to verify that the server deploying the rules is Genesys Rules Engine.



settings (6 Items)

Name	Section	Option	Value
settings/group-by-level	settings	group-by-level	false
settings/max-connections	settings	max-connections	99
settings/session-timeout	settings	session-timeout	30
settings/session-timeout-alert-interval	settings	session-timeout-aler...	1
settings/strict-mode	settings	strict-mode	true
settings/verify-deploy-address	settings	verify-deploy-address	false

verify-deploy-address is set to `false`.

8. 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).

9. Click **Save & Close**.

End

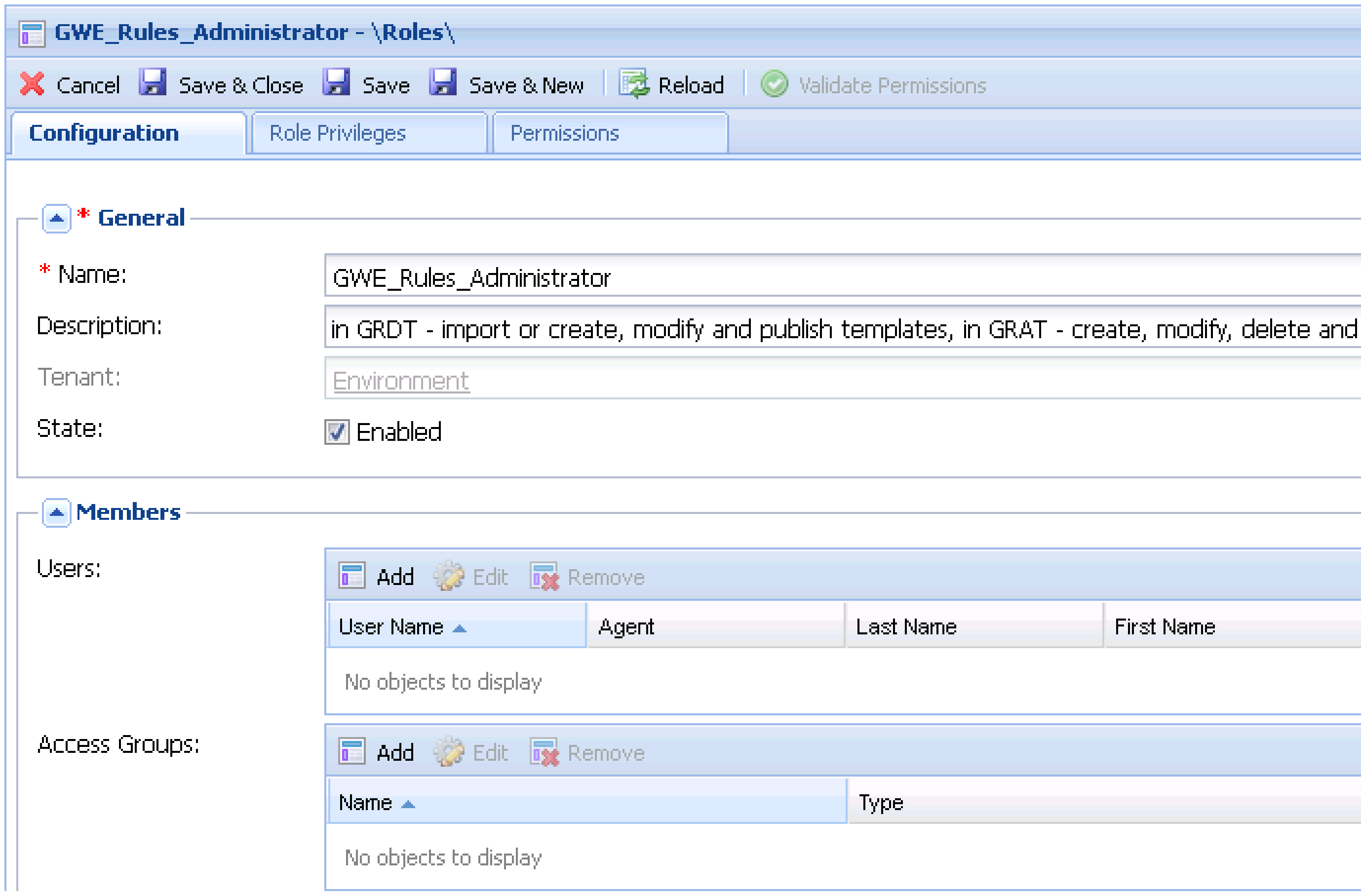
(Optional) Configuring Roles Settings for Rules Management

You should complete this procedure if you need to import permissions to enable a user to create rules for Genesys Web Engagement. Once roles are imported, you can assigned them to the user who publishes the rule templates and creates rules for GWE.

You should not complete this procedure if you have already created a user who has permissions to create rules packages in Genesys Rules Authoring (as described in the "Role-based Access Control" chapter of the Genesys Rules System Deployment Guide).

Start

1. In Genesys Administrator, navigate to **Provisioning > Accounts > Roles** and click **New...**.
2. Enter a name for the new role. For example, `GWE_Rules_Administrator`.
3. In the Memebers section, you can specify who should have this role. Click **Add** to add as many access groups or users as you need.


GWE_Rules_Administrator - \Roles\

Name: GWE_Rules_Administrator

Description: in GRDT - import or create, modify and publish templates, in GRAT - create, modify, delete and

Tenant: Environment

State: Enabled

Users:

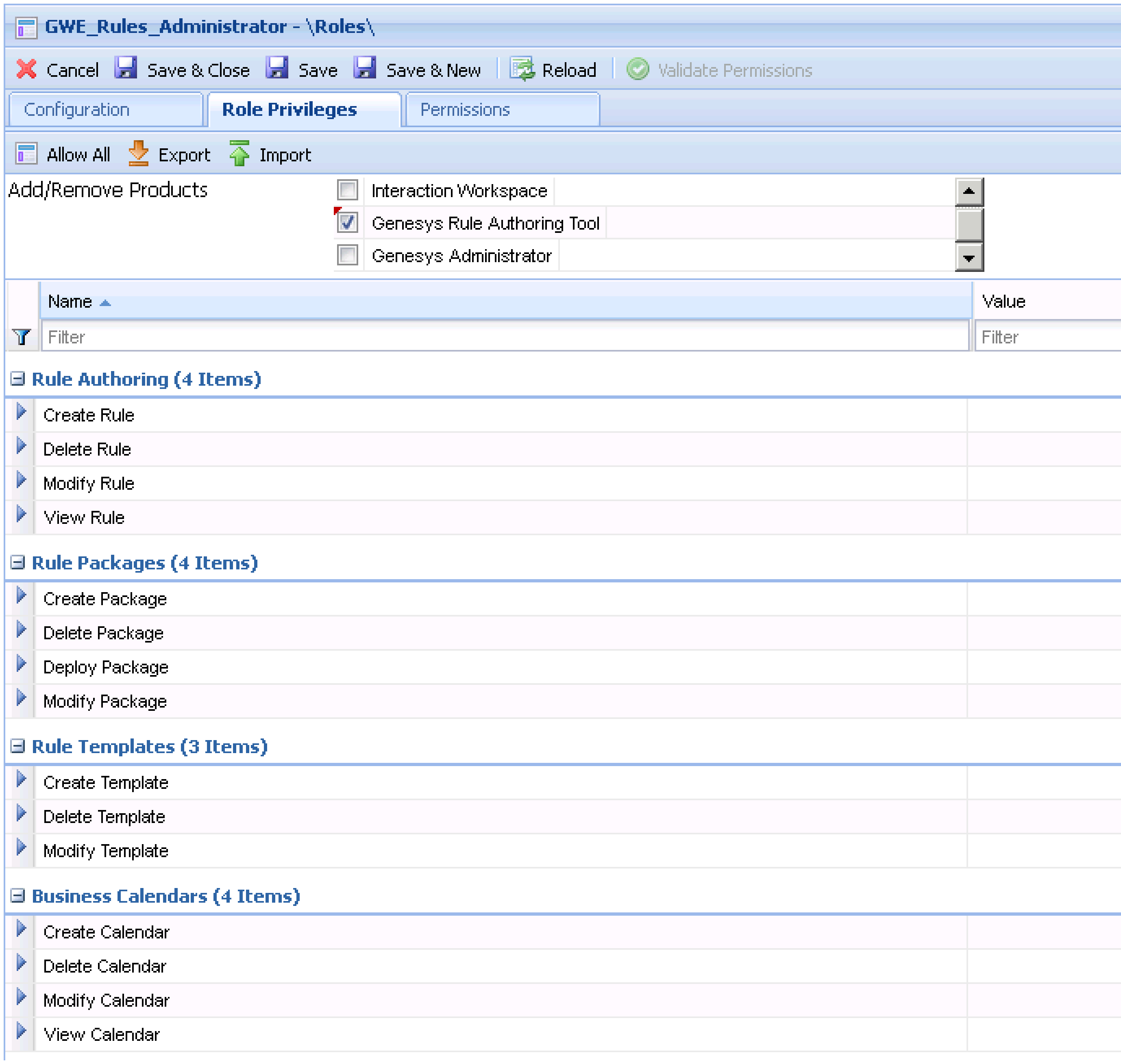
User Name	Agent	Last Name	First Name
No objects to display			

Access Groups:

Name	Type
No objects to display	

New Role

4. Select the **Role Privileges** tab and select `Genesys Rules Authoring Tool`. The privileges for GRAT are added to the GWE_Rules_Administrator role.



Add/Remove Products

☐	Interaction Workspace
☑	Genesys Rule Authoring Tool
☐	Genesys Administrator

Name	Value
Rule Authoring (4 Items)	
Create Rule	
Delete Rule	
Modify Rule	
View Rule	
Rule Packages (4 Items)	
Create Package	
Delete Package	
Deploy Package	
Modify Package	
Rule Templates (3 Items)	
Create Template	
Delete Template	
Modify Template	
Business Calendars (4 Items)	
Create Calendar	
Delete Calendar	
Modify Calendar	
View Calendar	

Imported Role Privileges

5. Click **Save & Close**.

End

Members of the GWE_Rules_Administrator role can now do the following:

- Create, modify, and delete rules
- Create, modify, delete, and deploy rule packages
- Create, modify, and publish CEP rule templates

4. **Prepare the CEP Rule Templates.**

   Complete the following procedures to import, configure, and publish the CEP Rule Templates.

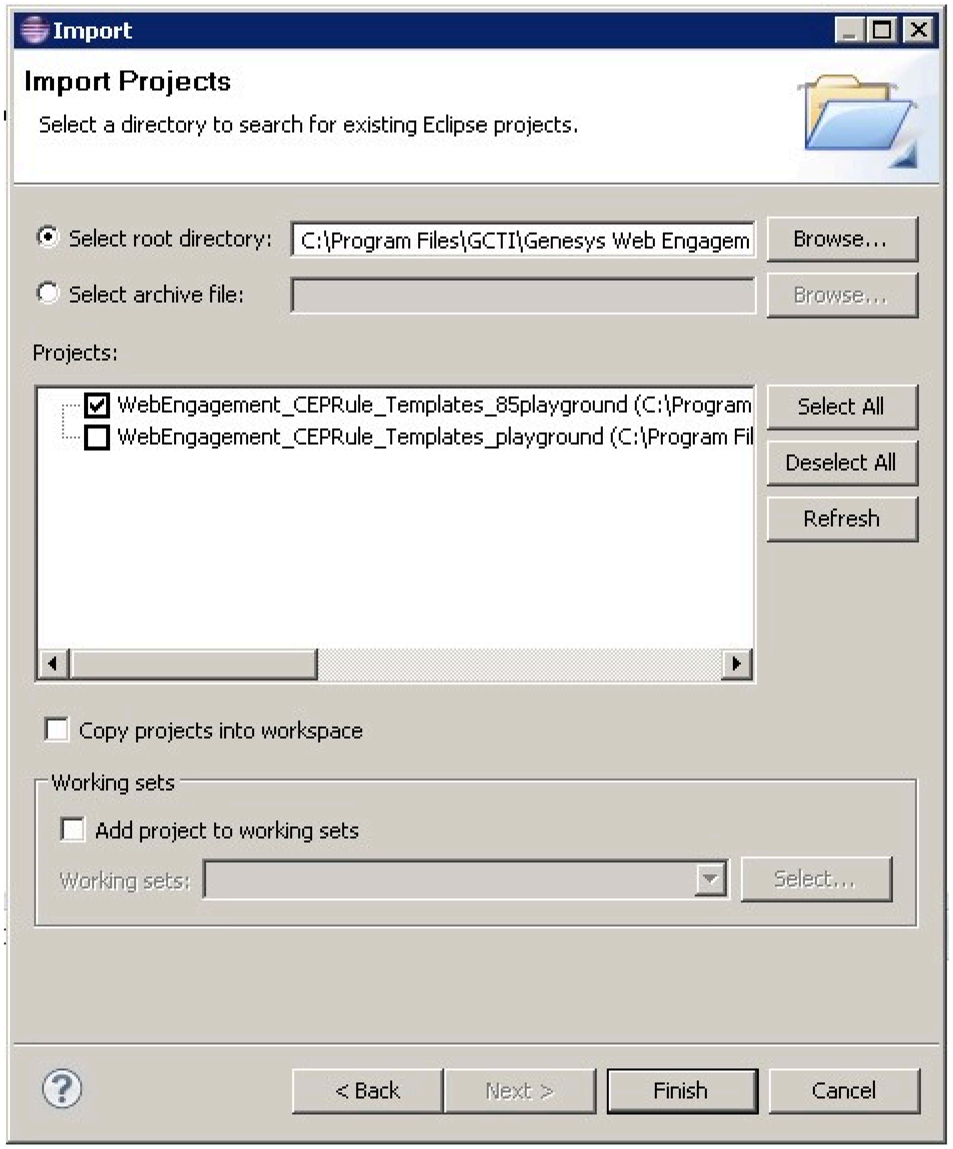
Importing the CEP Rule Templates in Genesys Rules Development Tool

Complete this procedure to import the CEP rule templates in the Genesys Rules Development Tool. Even if you do not plan to customize the templates, your rule template must be published in the Rules System Repository before you try to create rules.
Prerequisites

- The Genesys Rules Development Tool is installed, configured, and opened in Composer.

Start

1. Navigate to **Window > Open Perspective > Other > Template Development** to switch to the Template Development perspective of the Genesys Rules Development Tool.
2. Select **File > Import...**.
3. In the **Import** dialog window, navigate to **General > Existing Projects into Workspace**. Click **Next**.
4. Select **Select Root Directory:**, then click **Browse**.
5. Import your project, located in the folder at ***Web Engagement installation directory*\apps\playground\resources_composer-projects\WebEngagement_CEPRule_Templates**. Select the rules template project to import:
   - Browse to the **\apps\playground\resources_composer-projects** folder in the Genesys Web Engagement installation directory and select a project.
   - Click **OK**. **WebEngagement_CEPRule_Templates_playground** is added to the **Projects** list.
   - Select the **WebEngagement_CEPRule_Templates_playground** project.
   - Warning: Do **not** enable the option **Copy projects into workspace**.


Import

Import Projects

Select a directory to search for existing Eclipse projects.

Select root directory: C:\Program Files\GCTI\Genesys Web Engagem

Select archive file:

Projects:

- [✓] WebEngagement_CEPRule_Templates_85playground (C:\Program
- [ ] WebEngagement_CEPRule_Templates_playground (C:\Program Fil

[ ] Copy projects into workspace

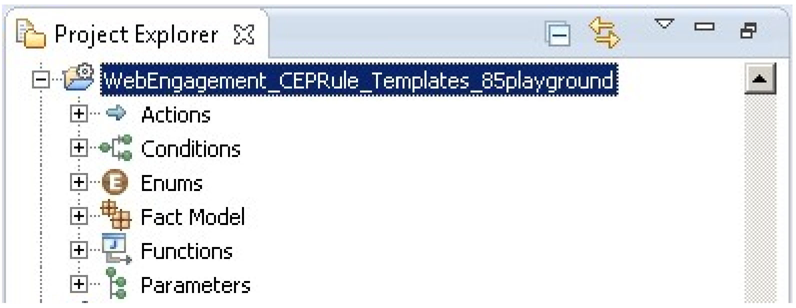
Working sets

[ ] Add project to working sets

Working sets:

Import the default templates by clicking **Finish**.

- Click **Finish** to import the project. **WebEngagement_CEP_Rule_Templates_playground** is added to the **Project Explorer**.


Project Explorer

- WebEngagement_CEPRule_Templates_85playground
  - Actions
  - Conditions
  - Enums
  - Fact Model
  - Functions
  - Parameters

WebEngagement_CEP_Rule_Templates_playground is added to the Project Explorer.

End

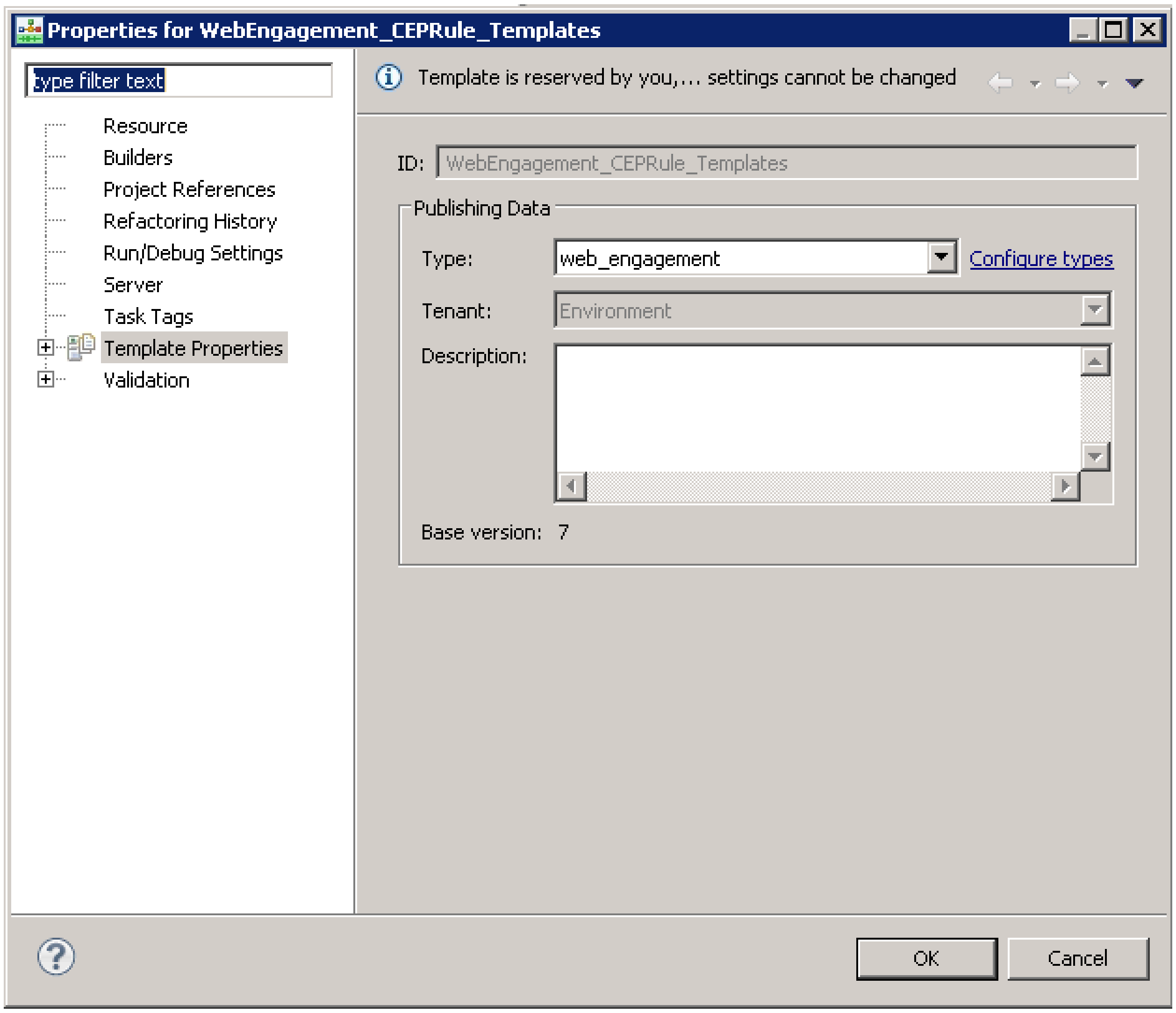
Configuring the CEP Rule Templates

Prerequisites

- The **Web Engagement Categories** business attribute is defined in Genesys Administrator.

Start

1. In the GRDT **Project Explorer**, right-click on the **WebEngagement_CEPRule_Templates** project. Click **Properties**.
2. In the **Properties** dialog window, navigate to **Template Properties**. In **Publishing Data**, set **Type** to `web_engagement`.



Template is reserved by you,... settings cannot be changed

ID: WebEngagement_CEPRule_Templates

Publishing Data

Type: web_engagement

Configure types

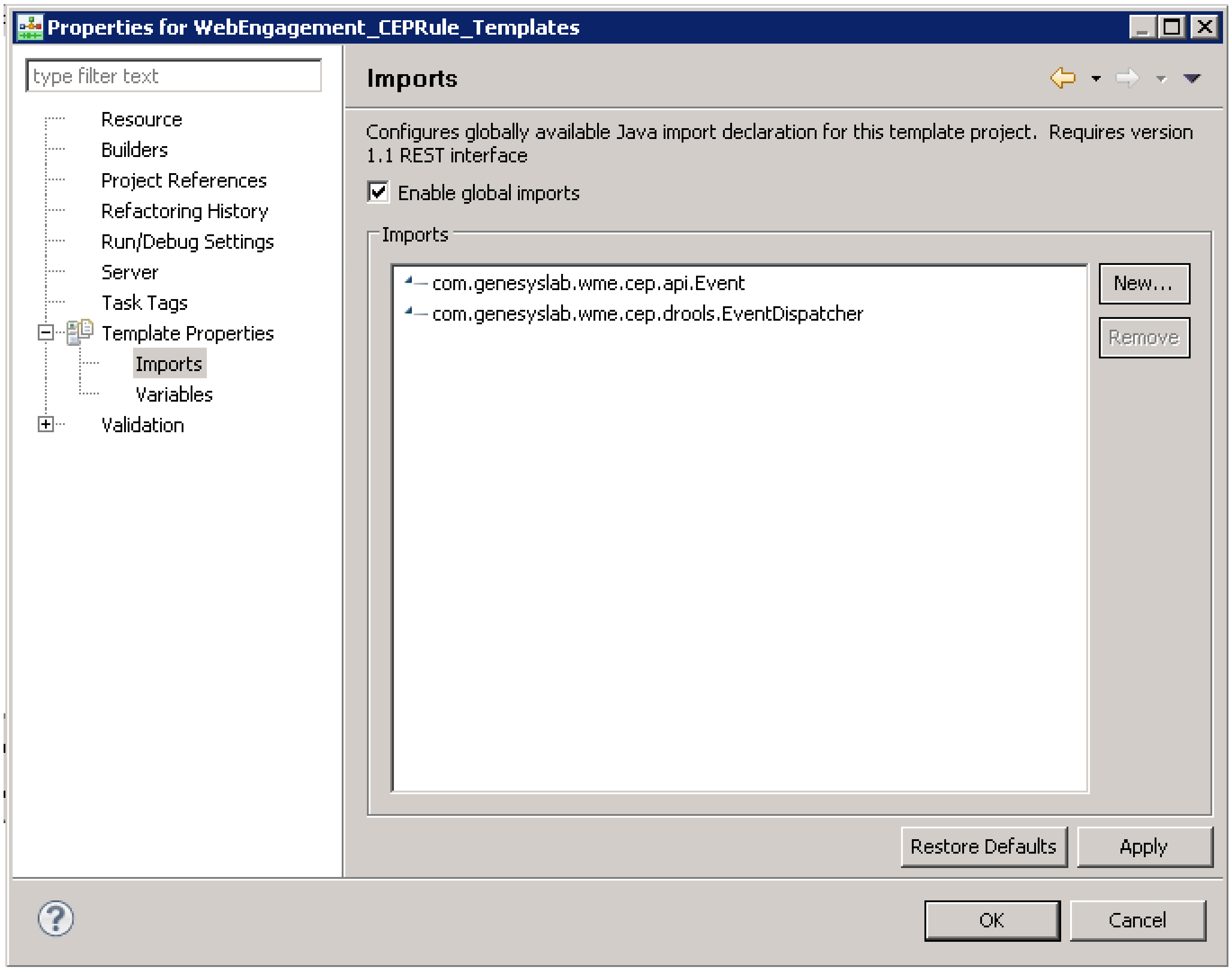
Tenant: Environment

Description:

Base version: 7

Set the **type** to `web_engagement`.

3. Navigate to **Template Properties > Imports**. The **Imports** panel opens.
4. Select the **Enable global imports** option.



Configures globally available Java import declaration for this template project. Requires version 1.1 REST interface

[✓] Enable global imports

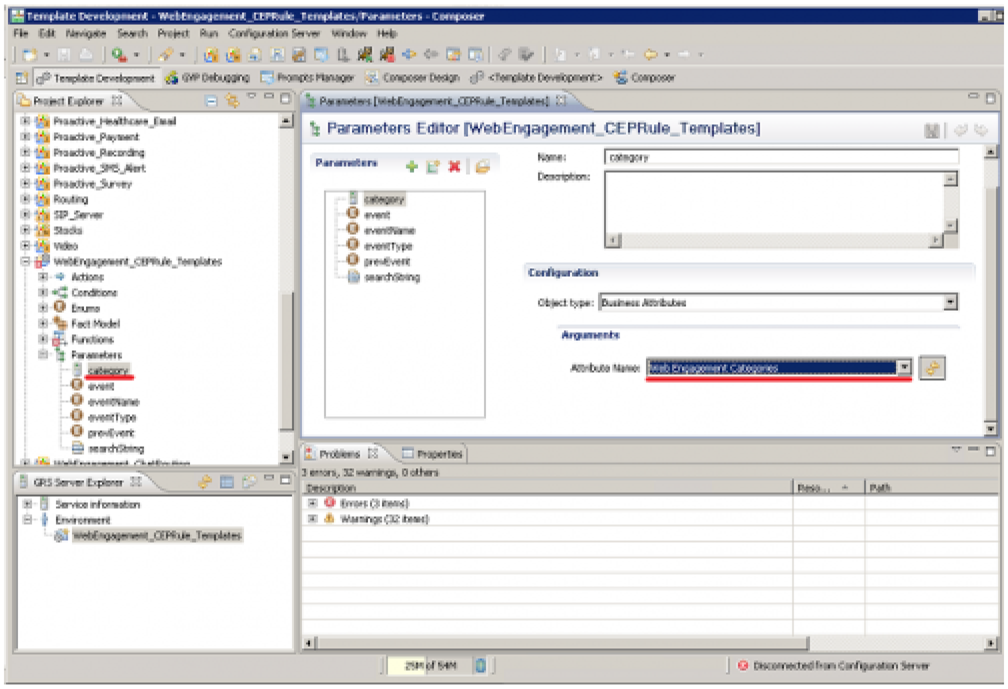
Imports

- com.genesyslab.wme.cep.api.Event
- com.genesyslab.wme.cep.drools.EventDispatcher

Enabling global imports.

Note: The **com.genesyslab.wme.cep.api.Event** and **com.genesyslab.wme.cep.drools.EventDispatcher** packages must be present.

5. Click **OK**.
6. In the **Project Explorer**, navigate to **WebEngagement_CEPRule_Templates > Parameters > category**.
7. In the **Parameters Editor** panel, set **Attribute Name** to `Web Engagement Categories`.


Template Development - WebEngagement_CEPRule_Templates/Parameters - Composer

Parameters Editor [WebEngagement_CEPRule_Templates]

Name: category

Description:

Configuration

Object type: Business Attributes

Arguments

Attribute Name: Web Engagement Categories

3 errors, 32 warnings, 0 others

Errors (3 items)

Warnings (32 items)

Disconnected from Configuration Server

8. Click **Save**.

End

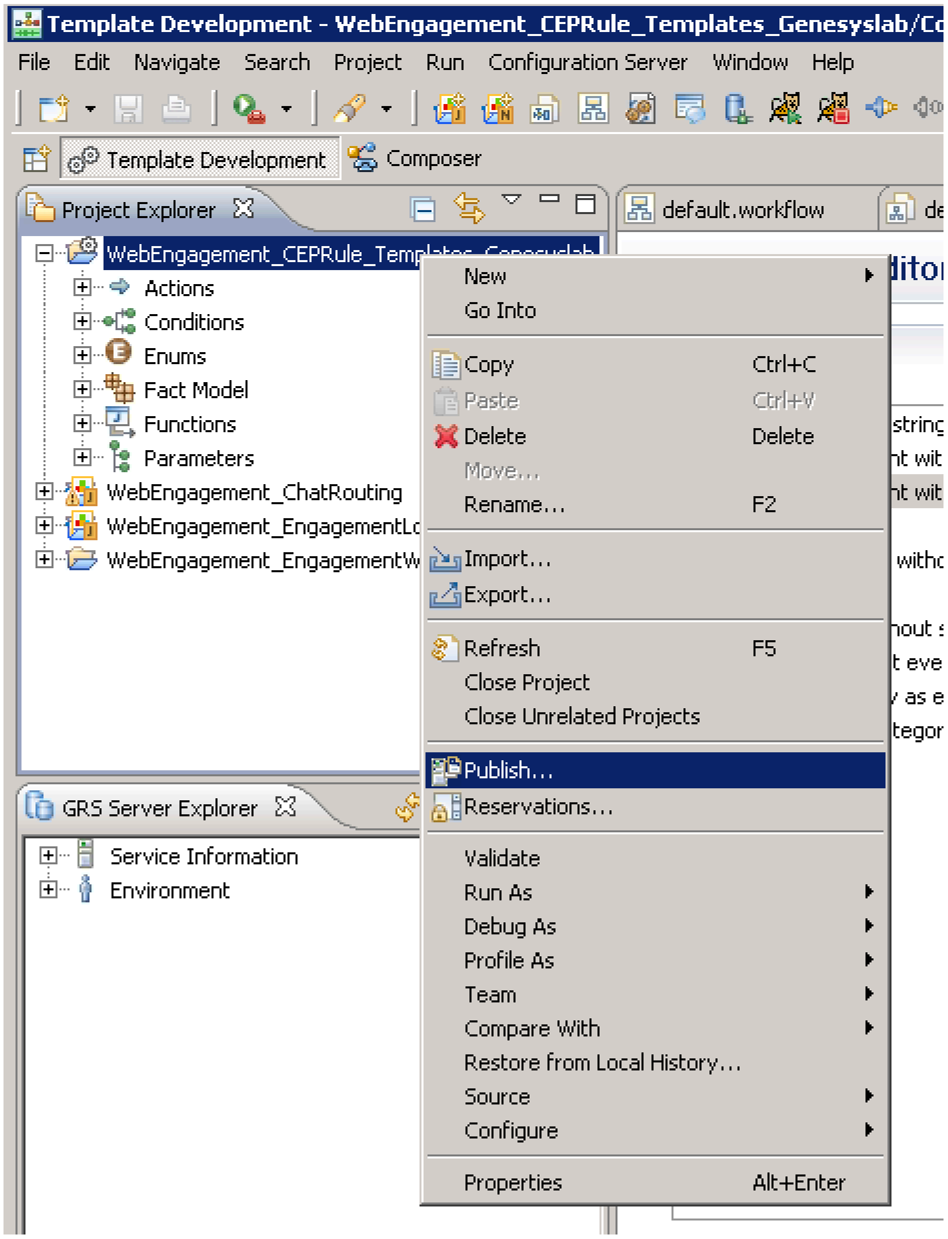
Publishing the CEP Rule Templates in the Rules Repository

Prerequisites

- Your user has the correct permissions to manage rules in GRAT, as detailed in the Genesys Rules System Deployment Guide.
- You configured GRDT to enable a connection to Configuration Server and Rules Repository Server.

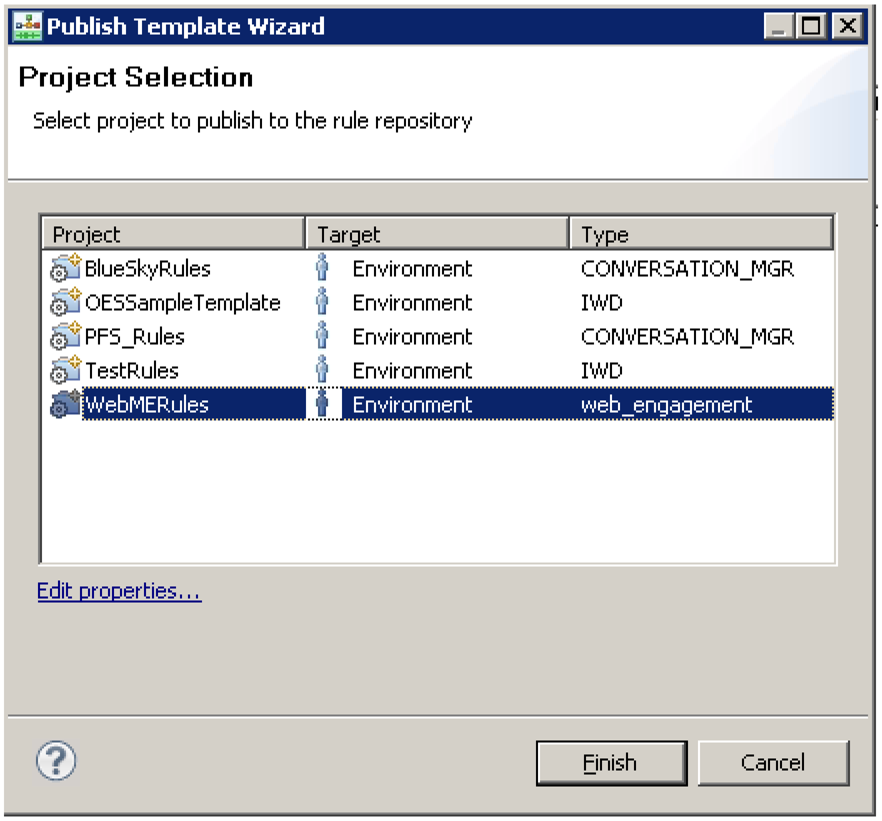
Start

1. In **Project Explorer**, right click **WebEngagement_CEPRule_Templates**.
2. Select **Publish**. The **Publish Template Wizard** opens.



The Publish Template Wizard.

3. Select **WebEngagement_CEP_Rule_Templates**.



Publish Template Wizard

Project Selection

Select project to publish to the rule repository

Project	Target	Type
BlueSkyRules	Environment	CONVERSATION_MGR
OESSampleTemplate	Environment	IWD
PFS_Rules	Environment	CONVERSATION_MGR
TestRules	Environment	IWD
WebMERules	Environment	web_engagement

Edit properties...

Finish Cancel

Select **WebEngagement_CEP_Rule_Templates**.

4. Click **Finish**.

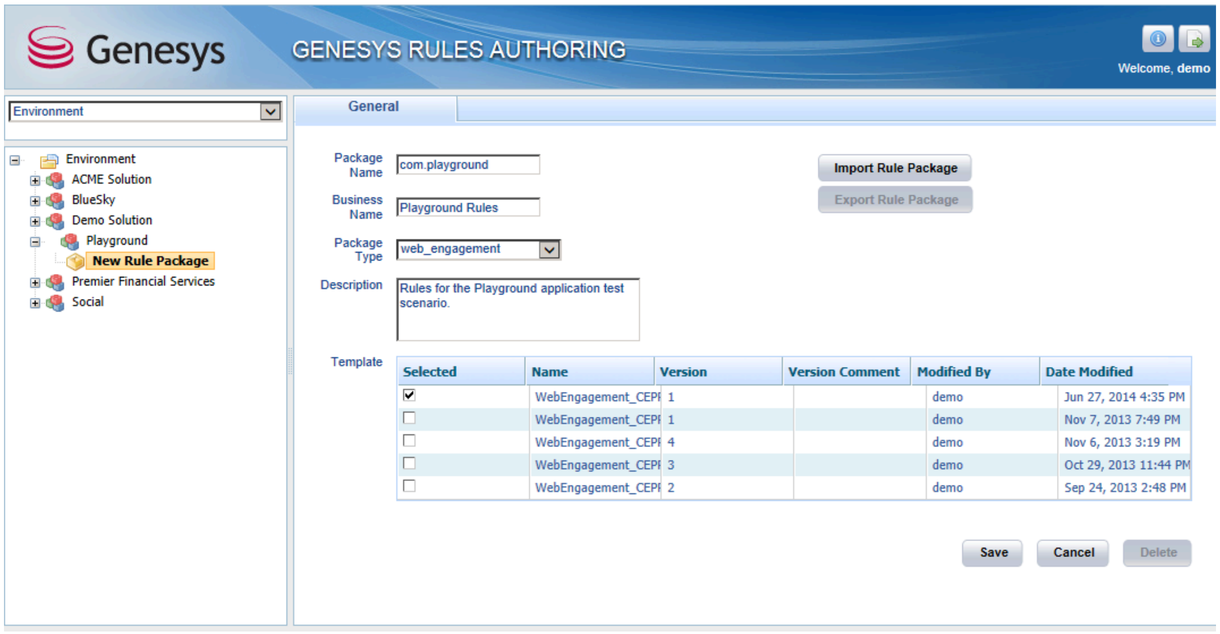
End

5. **Create business rules in Genesys Rules Authoring Tool.**

Complete the steps below to create business rules in GRAT to use in our Test Scenario.

Start

1. In GRAT, navigate to your site and select `New Rule Package`



Package Name: com.playground

Business Name: Playground Rules

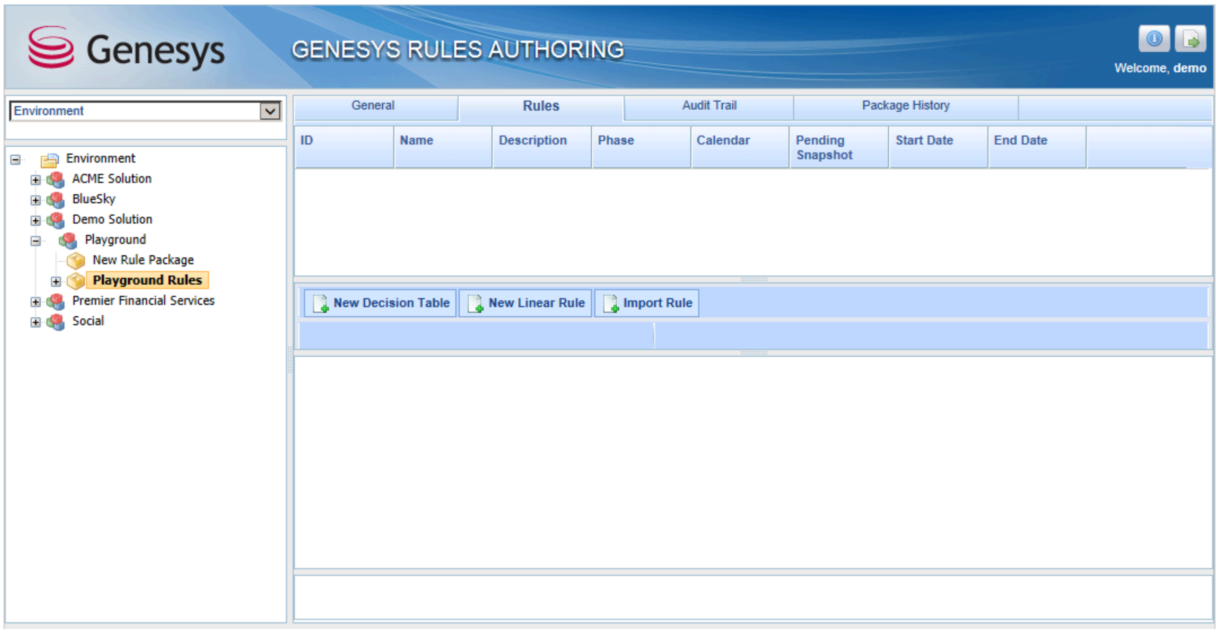
Package Type: web_engagement

Description: Rules for the Playground application test scenario.

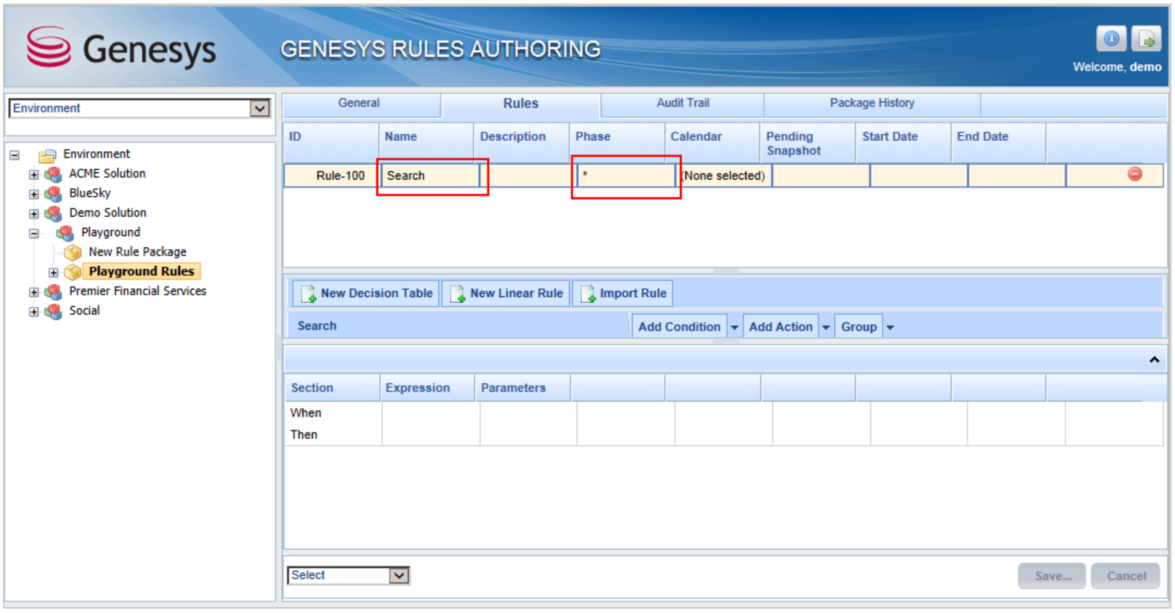
Template:

Selected	Name	Version	Version Comment	Modified By	Date Modified
☑	WebEngagement_CEPI	1		demo	Jun 27, 2014 4:35 PM
☐	WebEngagement_CEPI	1		demo	Nov 7, 2013 7:49 PM
☐	WebEngagement_CEPI	4		demo	Nov 6, 2013 3:19 PM
☐	WebEngagement_CEPI	3		demo	Oct 29, 2013 11:44 PM
☐	WebEngagement_CEPI	2		demo	Sep 24, 2013 2:48 PM

2. Enter the following information:
   - **Package Name** — `com.playground`
   - **Business Name** — `Playground Rules`
   - **Package Type** — Select `web_engagement`
   - **Description** — `Rules for the Playground application test scenario.`
   - **Template** — Select the Web Engagement CEP template from the list.
   - Click **Save**.
3. Select the package you just created and select the **Rules** tab.



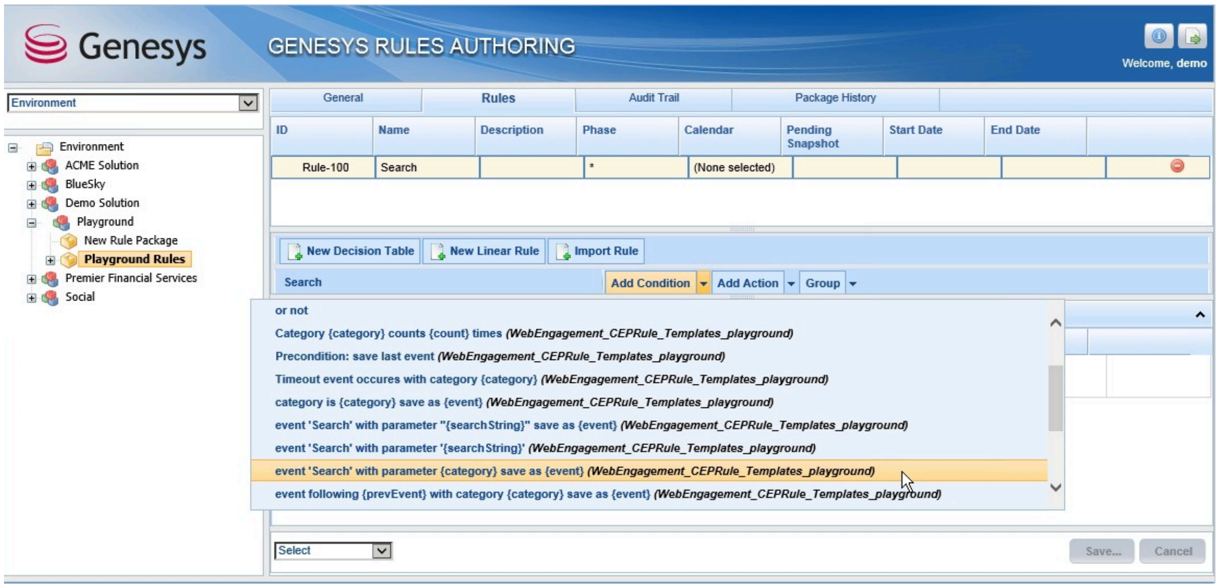
4. Click **New Linear Rule** and enter the following information:
   - **Name** — Search
   - **Phase** — *



ID	Name	Description	Phase	Calendar	Pending Snapshot	Start Date	End Date
Rule-100	Search		*	(None selected)			

Section	Expression	Parameters
When		
Then		

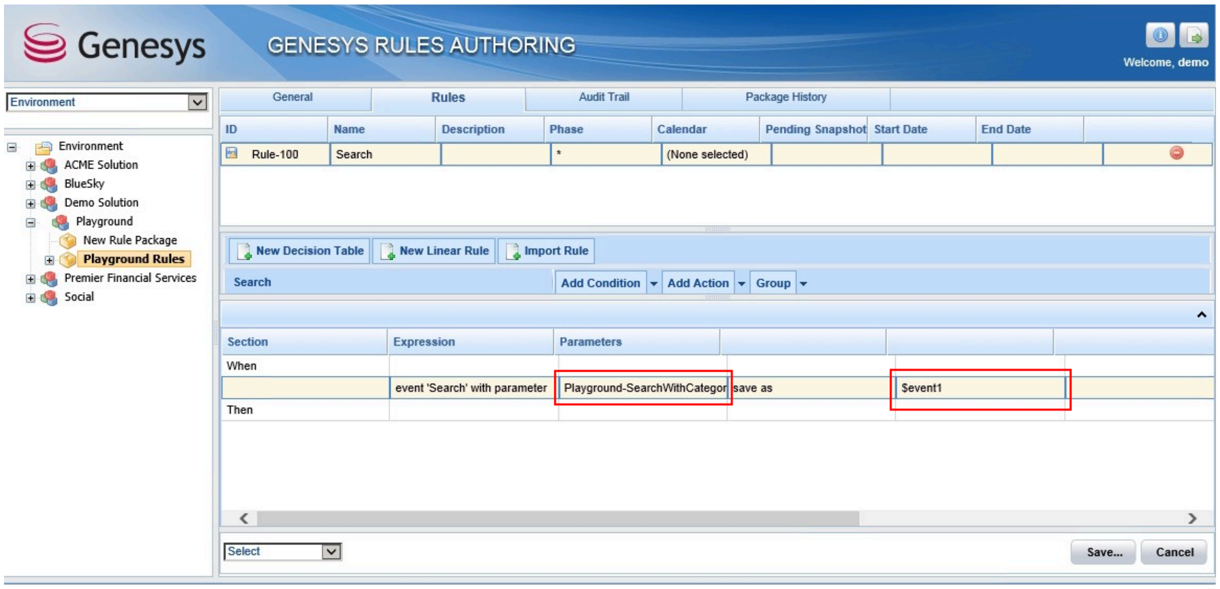
5. Click **Add Condition** and select "*event 'Search' with parameter {category} save as {event}*".



ID	Name	Description	Phase	Calendar	Pending Snapshot	Start Date	End Date
Rule-100	Search		*	(None selected)			

or not
Category {category} counts {count} times *(WebEngagement_CEPRule_Templates_playground)*
Precondition: save last event *(WebEngagement_CEPRule_Templates_playground)*
Timeout event occures with category {category} *(WebEngagement_CEPRule_Templates_playground)*
category is {category} save as {event} *(WebEngagement_CEPRule_Templates_playground)*
event 'Search' with parameter "{searchString}" save as {event} *(WebEngagement_CEPRule_Templates_playground)*
event 'Search' with parameter '{searchString}' *(WebEngagement_CEPRule_Templates_playground)*
event 'Search' with parameter {category} save as {event} *(WebEngagement_CEPRule_Templates_playground)*
event following {prevEvent} with category {category} save as {event} *(WebEngagement_CEPRule_Templates_playground)*

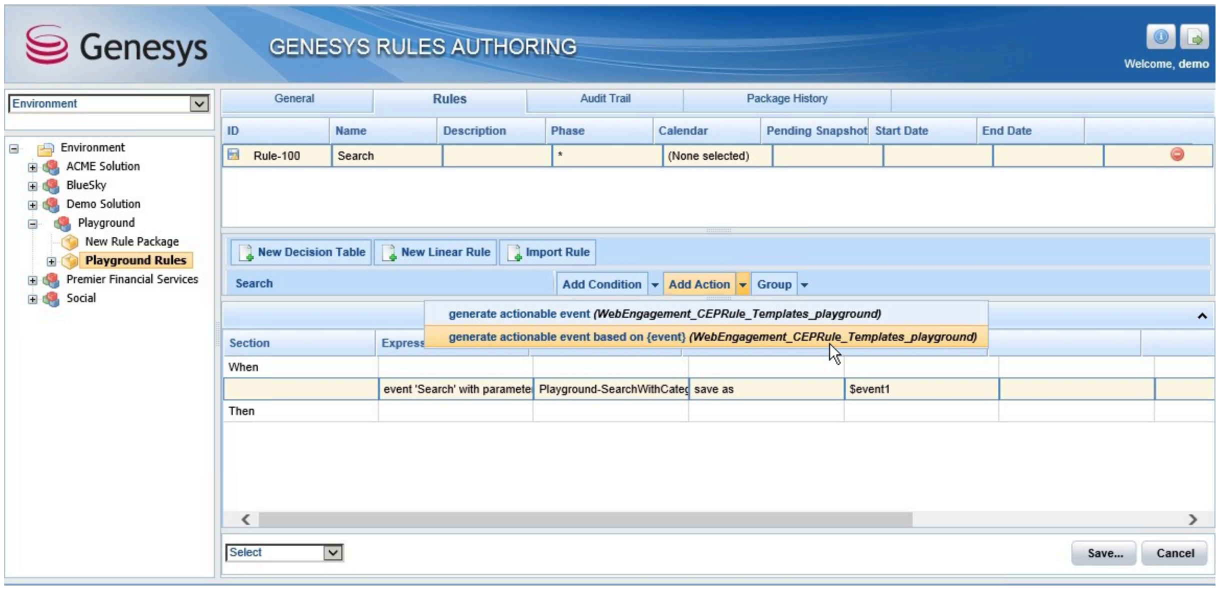
6. Select "*PlayGround-SearchWithCategory*" and "*$event1*".



ID	Name	Description	Phase	Calendar	Pending Snapshot	Start Date	End Date
Rule-100	Search		*	(None selected)			

Section	Expression	Parameters			
When					
	event 'Search' with parameter	Playground-SearchWithCategor	save as	$event1	
Then					

7. Click **Add Action** and select "*generate actionable event based on {event}*".



ID	Name	Description	Phase	Calendar	Pending Snapshot	Start Date	End Date
Rule-100	Search		*	(None selected)			

generate actionable event (WebEngagement_CEPRule_Templates_playground)
generate actionable event based on {event} (WebEngagement_CEPRule_Templates_playground)

Section	Express			
When				
	event 'Search' with paramete	Playground-SearchWithCateg	save as	$event1
Then				

8. Select "*$event1*" from the list.
9. Click **Save**. We now have a business rule for our search with category scenario.

End

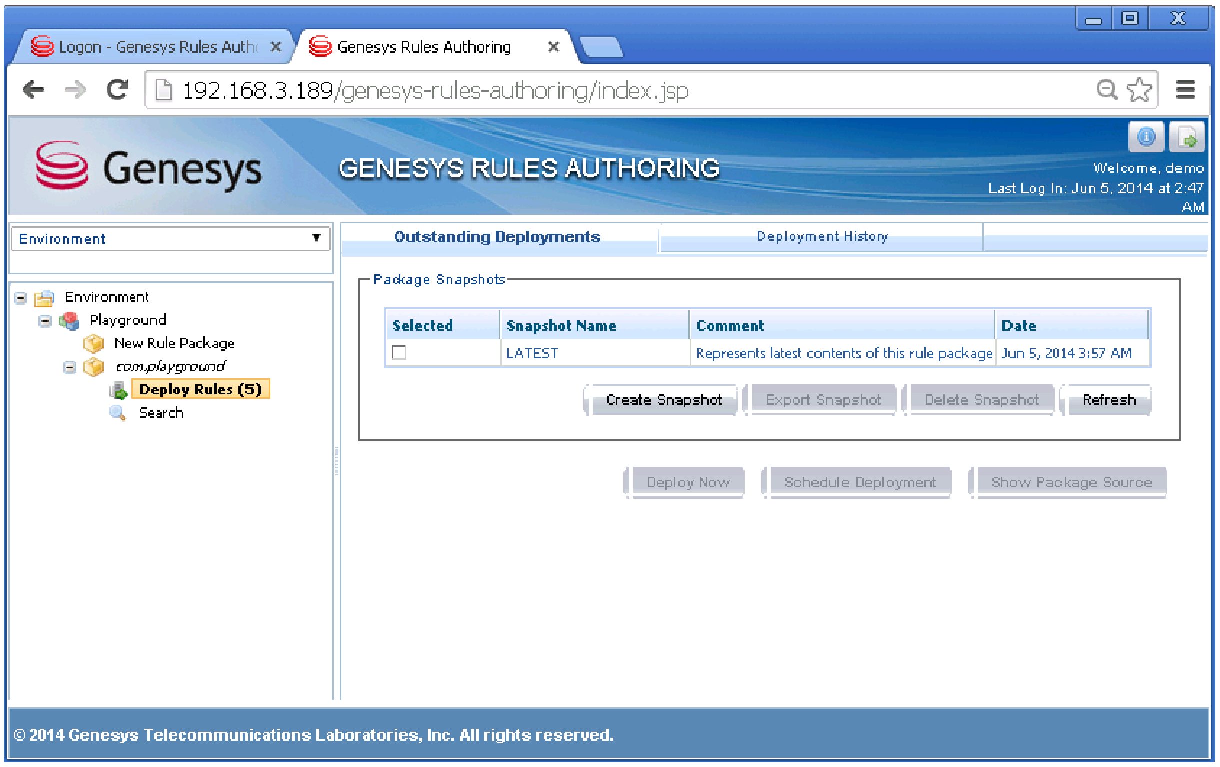
6. **Deploy rules to the Genesys Web Engagement Environment.**

Complete the steps below to deploy your rules to the GWE environment.
Prerequisites

- You started the Web Engagement servers.

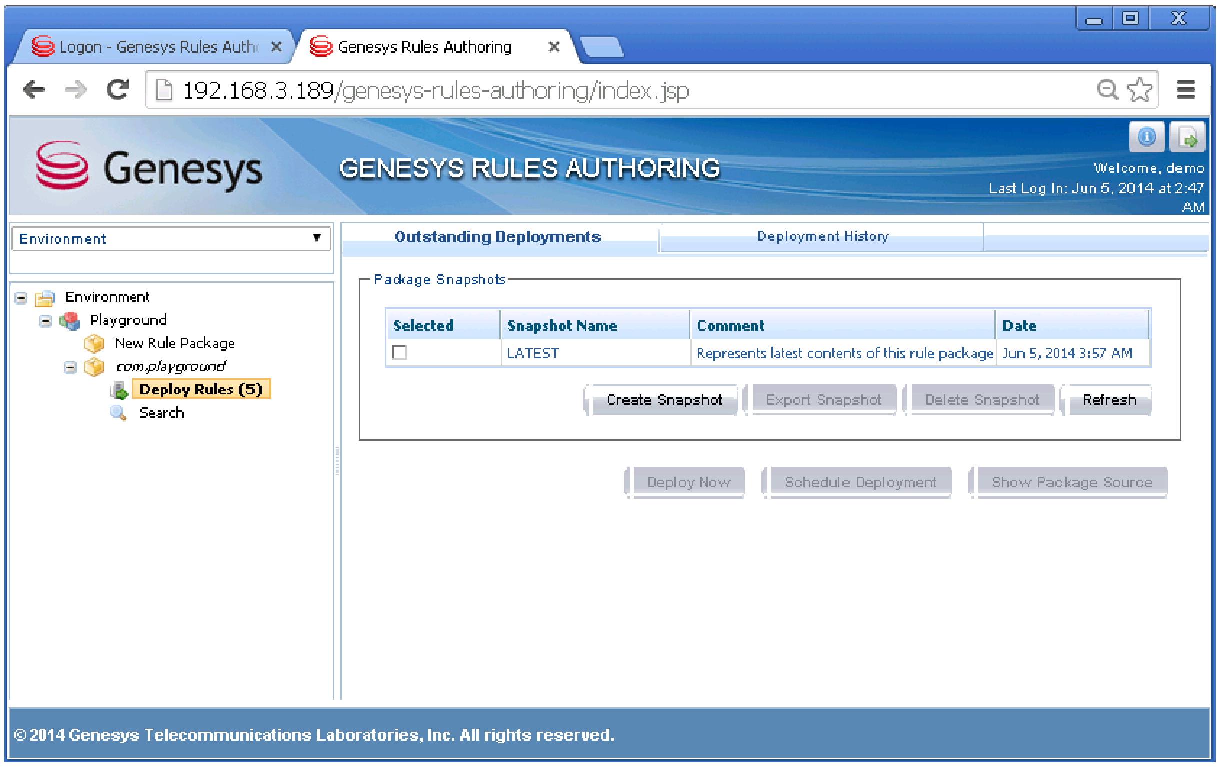
Start

1. In Genesys Rules Authoring Tool, navigate to **Solution >** ***your rules package*** **> Deploy Rules**.



Selected	Snapshot Name	Comment	Date
☐	LATEST	Represents latest contents of this rule package	Jun 5, 2014 3:57 AM

2. Select the checkbox next to your rules package in the Package Snapshots section.
3. Click **Deploy Now**. The **Deploy** window opens.
4. Select your Genesys Web Engagement Server for the **Location**.



Selected	Snapshot Name	Comment	Date
☐	LATEST	Represents latest contents of this rule package	Jun 5, 2014 3:57 AM

5. Click **Deploy**. The rules package is deployed to the Web Engagement system.

End

7. **Deploy the Playground application.**

> ## Warning
> Make sure that your GWE Server is running before deploying an application.

Deploying your Application

Start

1. Navigate to the installation directory for Genesys Web Engagement and open a new console window.
2. Type:

```
deploy playground
```

End

8. **Make sure the components in your Genesys environment are running.**
   - Configuration Server
   - Universal Routing Server

    - Interaction Server
    - Orchestration Server
    - Stat Server
    - Chat Server
    - Interaction Workspace

9. **Start the Web Engagement servers.**

   Start

   To start your servers from Genesys Administrator:

   1. Navigate to **Provisioning > Environment > Applications**.
   2. Select the Web Engagement Server.
   3. Click **Start applications** in the **Runtime** panel.

   To start your servers using the provided **start** script (**start.bat** on Windows and **start.sh** on Linux):

   1. Navigate to the Web Engagement installation directory and launch a console window.
      - For Windows, type: `start.bat`
      - For Linux, type: `start.sh`

   End

   The Web Engagement Server is started.

10. Confirm that the test scenario is a success by walking through the Test Scenario Steps.

Other Test Scenarios

You can use the Playground application to complete the following test scenarios:

- Entrance to a specific page (Singleton)
- Inactivity timeout for the user (Singleton)
- Select an element on the page (Singleton)
- Search
- Get information about user
- Successful completion of the wizard (Sequence)
- Go to the previous page of the wizard (Sequence)
- Repeated input on the same page (Counter)
- Send custom event
- Changing the type of invitation depending on the status of the user (gold, platinum)
- Filling out the form (Sequence)
- Display advertisement (Sequence)