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User's Guide

Managing Rules

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Managing Rules

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Overview

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 and then a set of rules. For details about rules, refer to the [Genesys Rules System documentation](#).

Multi-Package Domain Oriented Rules

As of version 8.1.2, Genesys Web Engagement supports multi-package domain oriented rules. You can map your rules package to a particular domain by reversing the domain zone in the name of the rules package. For example, the `blog.genesys.com` domain would have a rules package called `com.genesys.blog`.

You can have multiple rules packages on the same server at the same time. New rules packages (with a different package name) that are deployed do not rewrite the current rules, but are instead added to the current rules set. When the existing rules package is deployed, it rewrites selected package rules in the current rules set.

This domain mapping is applied hierarchically - the "root" domain is processed by the "root" package and the sub-domain is process by the sub-package and all parent packaged (including "root").

For example, your website contains the following sub-domains:

- `genesys.com`
- `blog.genesys.com`
- `communication.genesys.com`
- `personal.communication.genesys.com`

And you have the following rules packages:

- `com.genesys`
- `com.genesys.blog`
- `com.genesys.communication`
- `com.genesys.communication.personal`

The rules packages are processed as follows:

Domain	<code>com.genesys</code>	<code>com.genesys.blog</code>	<code>com.genesys.communication</code>	<code>com.genesys.communication.personal</code>
<code>genesys.com</code>	+	-	-	-
<code>blog.genesys.com</code>	+	+	-	-
<code>communication.genesys.com</code>	-	-	+	-
<code>personal.communication.genesys.com</code>	-	-	+	+

Important

This feature is turned off by default. You can turn on domain separation rule execution on the specified Web Engagement server by setting the **domainSeparation** option to **true**.

Creating a Rules Package

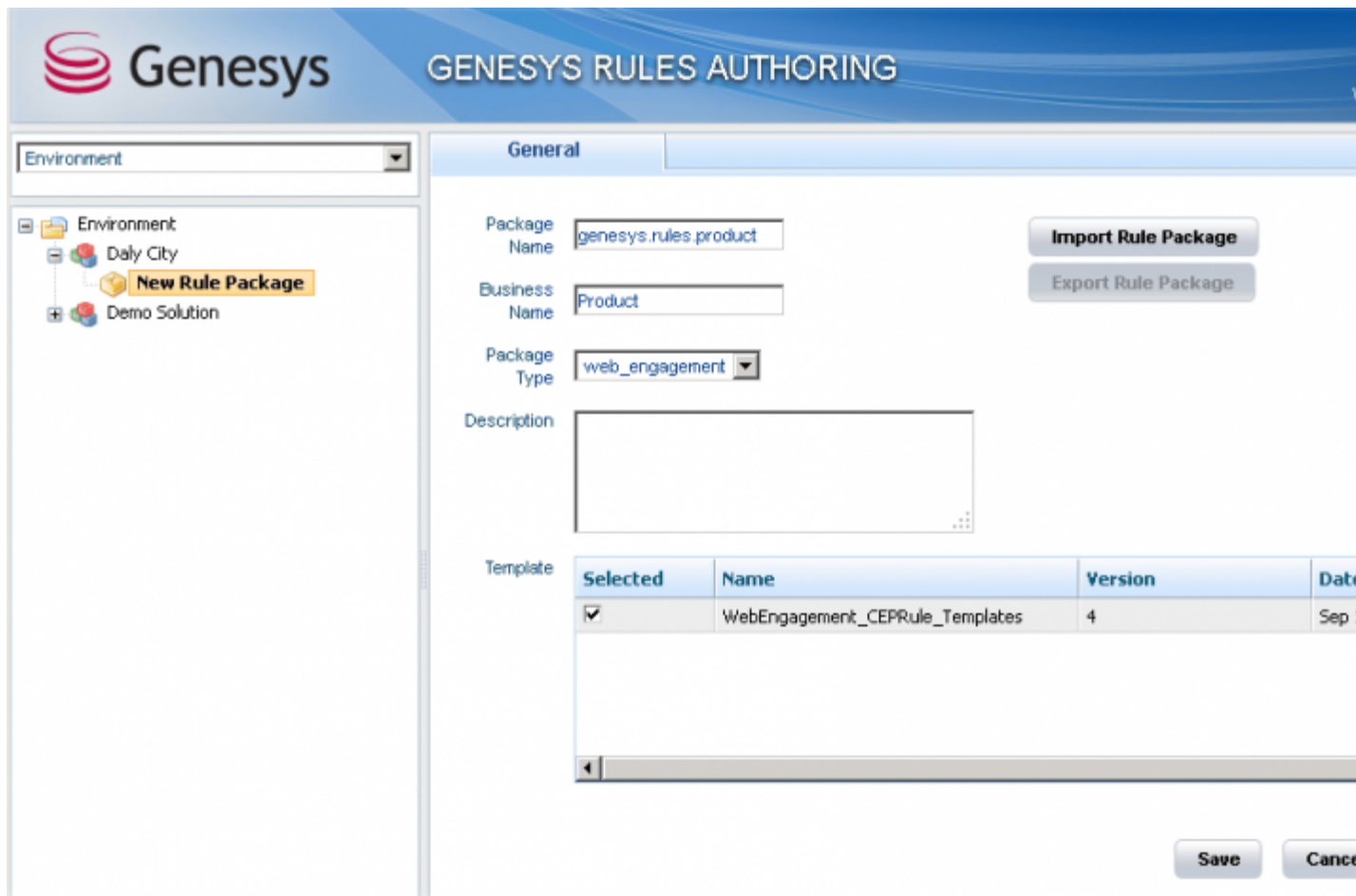
Complete the steps below to create the rules package associated with your Web Engagement application. This procedure is an example of how to create a rules package. For further information about creating rules, refer to the [Genesys Rules System Deployment Guide](#).

Prerequisites

- Your environment includes Genesys Rules Authoring Tool. See [Genesys environment prerequisites](#) for compliant versions.
- [Roles are configured to enable your user to create rules.](#)

Start

1. Open the Genesys Rules Authoring Tool and 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, you can enter a Description.
3. Select `WebEngagement_CEPRule_Templates` in the Template table.



Create a new rules package

- Click Save.

End

Creating Rules in the Rules Package

Prerequisites

- [Creating a Rules Package](#)

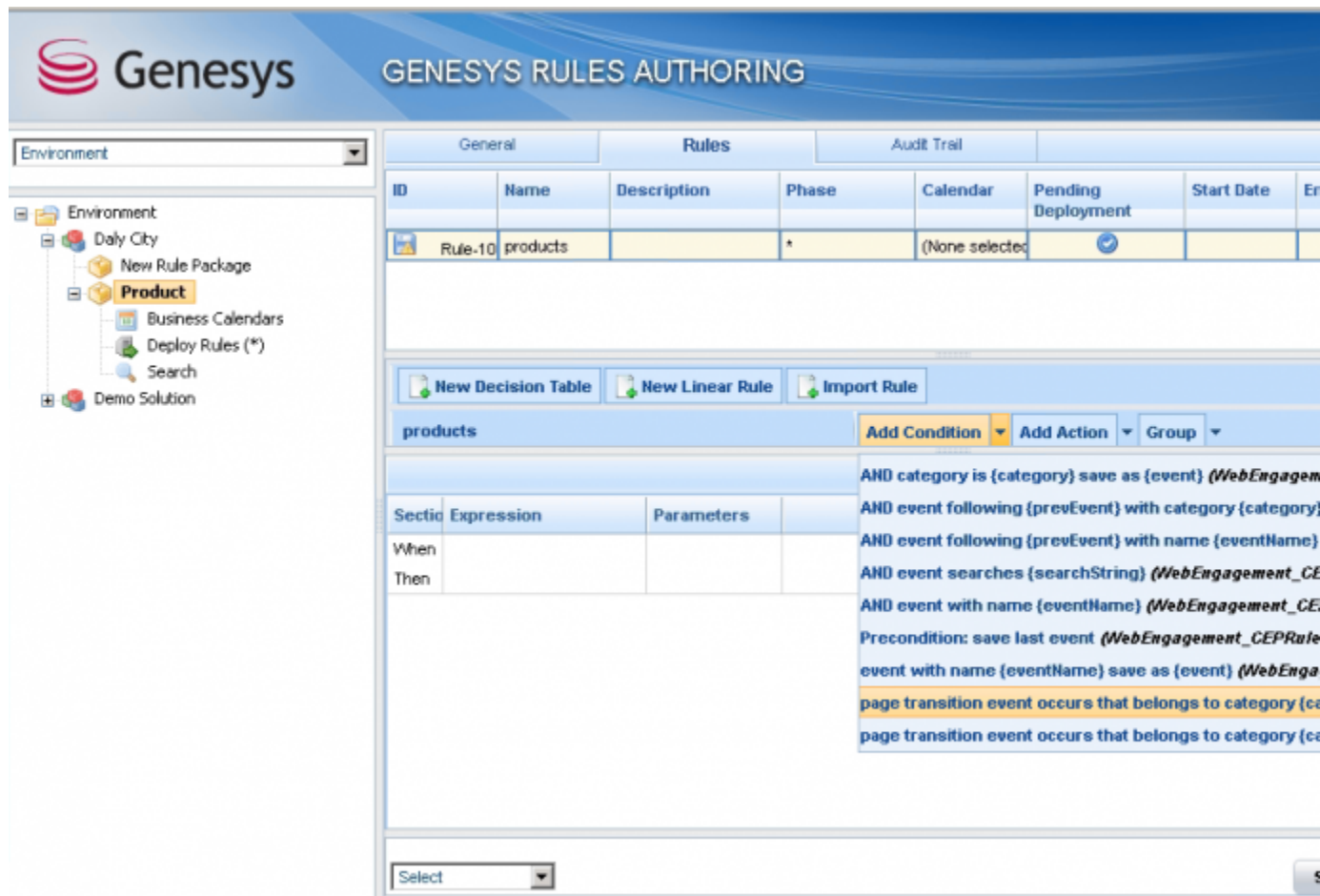
Start

- In Genesys Rules Authoring Tool, select the rules package you created in the previous procedure.
- Select the Rules tab.
- Click New Linear Rule. This creates a new rule in the Rules table.
- 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 Phases enumeration in the CEP Rules Template. The default value 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 any time that a user enters or leaves a page on your website.



Select your rule's condition

- Select a category in Parameters. For example, Products. The Parameters list displays the categories that you previously created.

Section	Expression	Parameters	
When			
	page transition event on	{category}	
Then		Products	
		{category}	{category}

Set the condition's parameters

6. Click Add Action and select an action in the list. For example, generate actionable event.
7. Click Save . . .
You can create as many rules as you need in your rules package.

End

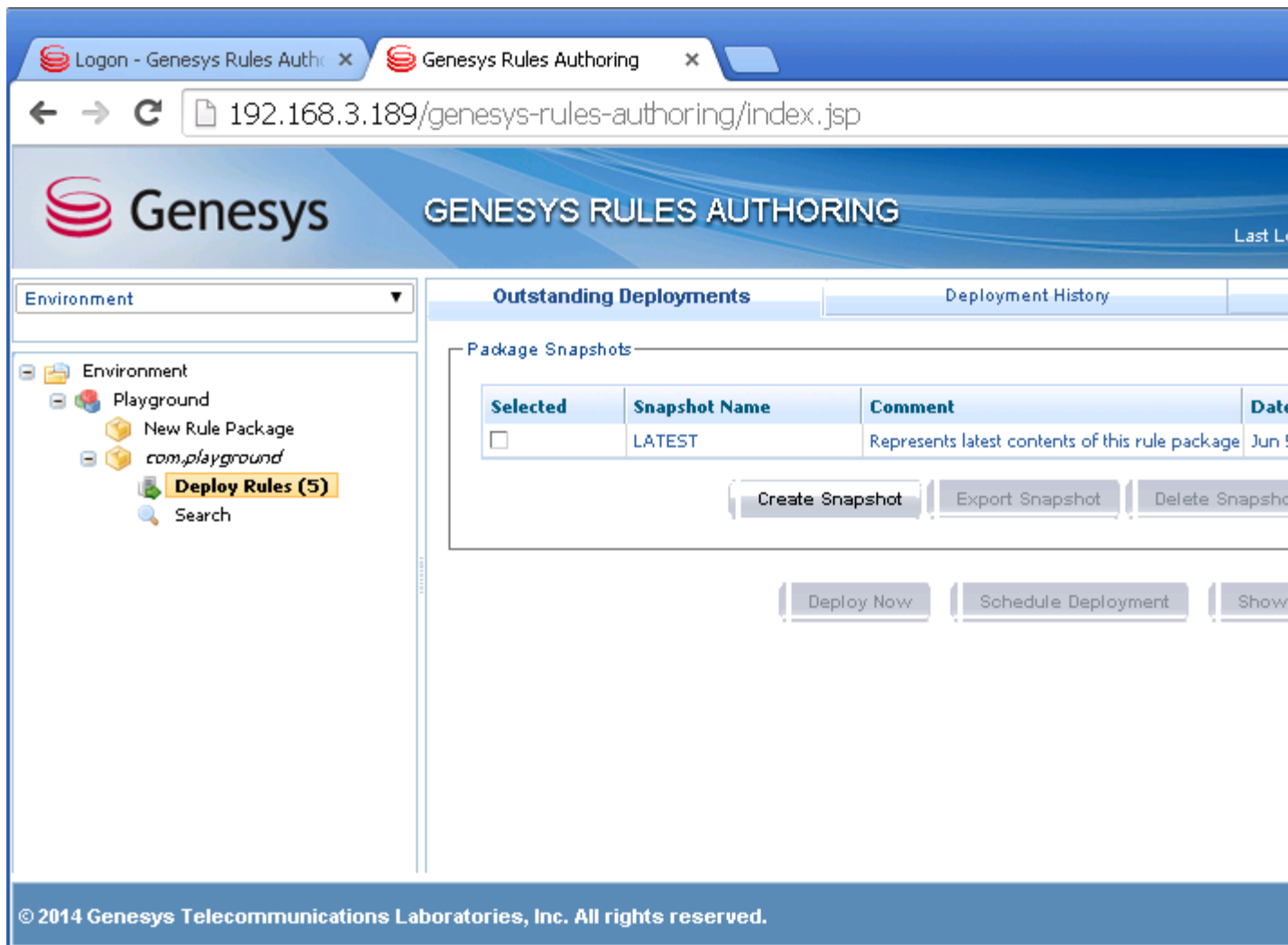
Deploying the Rules Package

Prerequisites

- You started the Web Engagement servers.

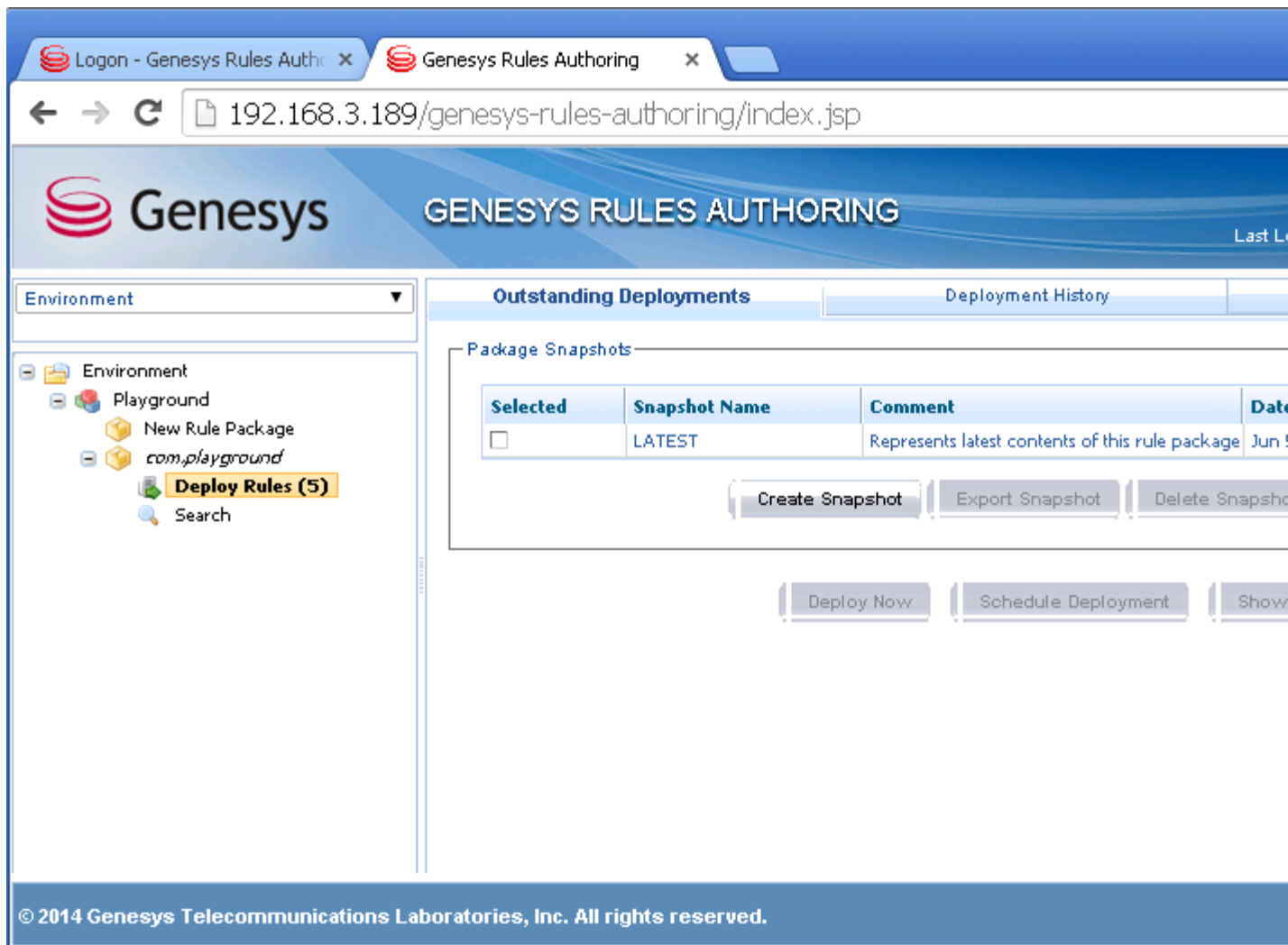
Start

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



Deploy the rules package

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**.



Deploy the rules package

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

End