Genesys Rules Authoring Tool Help

Generalidades sobre los Calendarios comerciales

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Rule packages can contain one or more Business Calendars. Business calendars define the working days and hours of the organization. They can also be associated with any rule in the package.

Calendars are out-of-the-box classes available in the Fact Model that can be used by Rules. A calendar contains:

- Name
- Time zone
- Week start day and time
- Week end day and time
- Holidays (one or more)
- Time Change (one or more)

A holiday is fixed, relative, or annual.

A fixed holiday contains the date of the holiday, including day, month, and year, such as 1/1/2010.

A relative holiday contains the month and weekday of the holiday and whether it is on the first, second, third, fourth, or last day of that month, such as the third Thursday of November.

An annual holiday contains the month and day of the holiday, such as July 4.

A time change indicates how the work hours can be adjusted on particular days; for example, defining a half day on a particular day of the work week. Like a holiday, a time change is fixed, relative, or annual and contains the same date definition as the corresponding holiday definition. In addition, the time change contains the start and end time for the defined date.

Business calendars are needed to be able to define rules based on work hours. For instance:

WHEN Task is idle for more than **3 Working Days** THEN increase Priority by 20

WHEN **Today is a holiday** AND Task is urgent THEN Agent Group is "Urgent Care"

The bolded portions of the above examples use business calendar information.

Los siguientes temas explican cómo trabajar con los Calendarios comerciales en GRAT:

- **Crear Calendarios comerciales**

- **Copiar Calendarios comerciales**
- **Eliminar Calendarios comerciales**