Genesys

Genesys Rules System

Release 8.1

International

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Supported Languages By Release	CHS	CHT	CSY	DEU	ENU	ESN	FRA	ITA	JPN	KOR	PTB	RUS	TRK
8.1.4					X								
8.1.3	X			X	X	X	X				X		
8.1.2					X								
8.1.1	X			X	X	X	X	X	X	X	X		
8.1.0					X								

About This Software

Genesys Rules System 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. Some Genesys applications that may make use of the Rules Engine include VXML applications executed by the Genesys Voice Platform, and SCXML applications executed by the Genesys Orchestration Server and iWD business processes.

This CD includes Language Pack(s) which allow installers to select the language in which the user interface (UI) and online help files display.

The Genesys Rules System includes three components:

- The **Genesys Rules Development Tool** is an Eclipse plug-in that allows advanced users (business rules developers) to create templates that define the discrete rule conditions and actions that will comprise the rules. 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 **Genesys Rules Authoring Tool** is a browser-based application that is used by business analysts to create and edit business rules based on the templates created in the Genesys Rules Development Tool.
- The **Genesys Rules Engine** evaluates the rule packages (groups of rules). Rule packages are deployed to the Rules Engine by the Rules Authoring Tool. Once a rule package is deployed, Genesys applications can request the Rules Engine to evaluate the logic defined in this rule package.

New Features in 8.1.x

Release 8.1.4

Some of the primary features included in release 8.1.4 are:

- **Genesys Rules System:**
  - Support for Google Chrome browser
- **Genesys Rules Authoring Tool:**
  - Enhancements to rule package deployment to improve speed, interactivity, and to detect duplication
  - New Check My Permissions page
  - Enhancements to database configuration procedures and additional security
- **Genesys Rules Development Tool:**
  - No functional changes

Release 8.1.3

Some of the primary features included in release 8.1.3 are:

- **Language Pack(s) for the following markets:**
  - Chinese (Simplified)
  - French
  - German
  - Spanish (Latin American)
  - Portuguese (Brazilian)
- **Genesys Rules System:**
  - Support for DROOLS 5.5
  - Support for additional servlet engines/application servers
  - Support for client applications to pass Facts contained in a JSON object without having to map each field to the Fact model explicitly.
- **Genesys Rules Authoring Tool:**
  - New Package Snapshot feature, enabling the creation of snapshots that freeze permanently all package components (rule and non-rule) in specific user-selectable versions
  - Enhanced template selection options on the `General Package` screen
  - A new `Package History` tab, displaying audit trail and history at both tenant and package level
  - Enhanced test scenario results, enabling comparison of expected versus actual results
- **Genesys Rules Development Tool:**
  - Enhanced template publishing wizard, including support for adding publish comments to templates to inform rules authors about changes to template versions

Release 8.1.2

Some of the primary features included in release 8.1.2 are:

- **Genesys Rules System:**
  - Enhancements to performance under load.
  - Support for Genesys Transfer Layer Security and FIPS protocols via Genesys PSDK.
- **Genesys Rules Authoring Tool:**
  - Support for creation of automated test scenarios which can be used to test rule behavior with different sets of input data prior to deploying the rules.
  - Support for either Complex Event Processing (CEP) or Stateless

information for templates and packages. **Note:** CEP support is implemented in anticipation of the Genesys Web Engagement (GWE) product, and requires the presence of GWE in order to function.
  - Support for forced password change, where applicable to the application.
  - Support for mapping multiple instances of a rule parameter to a single parameter definition.
  - Support for duplicate template names in different tenants.
  - Support for single-click grid editing.
  - Support for resizing columns in a linear rule grid.
- **Genesys Rules Development Tool:**
  - Support for multi-line actions and conditions.
  - Option to choose either Complex Event Processing (CEP) or Stateless information during template creation. **Note:** CEP support is implemented in anticipation of the Genesys Web Engagement (GWE) product, and requires the presence of GWE in order to function.
  - Support for additional Event-type facts during template creation.

Release 8.1.1

Some of the primary features included in release 8.1.1 are:

- **Language Pack(s) for the following markets:**
  - Chinese (Simplified)
  - French
  - German
  - Italian
  - Japanese
  - Korean
  - Spanish (Latin American)
  - Portuguese (Brazilian)
- **Genesys Rules System:** 8.1 Intelligent Workload Distribution (iWD) integration; the integration works as follows:
  1. Business rule templates are created in the Genesys Rules Development Tool, and are published to a rules repository.
  2. Users then incorporate business rule templates into a rule package through the Genesys Rules Authoring Tool.
  3. Users create and modify rules within a rule package and deploy the rule package to the Genesys Rules Engine.
  4. At this point, client applications, such as the IWD business process (IWDBP), make requests to the Genesys Rules Engine to have rules in the rule package evaluated at various decision points in a task's lifecycle.
- **Genesys Rules Authoring Tool:**
  - Includes enhanced rule search functionality that includes the ability to find a rule condition or action by parameter name.
  - Provides a business user with a tooltip that describes the constraint that the user must adhere to for string parameters. In the Genesys Rules Development Tool, a rule developer is given the ability to specify tooltip text that will display for a given parameter to the business user.
  - Enables a business user to view the name of the rule template from which each condition and action is derived.
  - The tool's Explorer Tree now displays a visual indication when there are rules that have changed in the package but have not yet been deployed.
  - Allows a user to import and export all rules within a package, to facilitate troubleshooting and lab deployment efficiency.
  - Now includes a Genesys Workforce Management integration that enables the business user to select a value for use in a rule action that is dynamically retrieved from a list of Multi-site Activities and Activities

on the Genesys WFM server.

- **Genesys Rules Development Tool:** When configuring a database rule parameter, the Genesys Rules Development Tool provides the ability for the rule developer to configure two database columns from which the parameter name and label will be retrieved.

Release 8.1.0

This is the initial release of the Genesys Rules System. Some of the primary features included in release 8.1.0 are:

- The first release of the Genesys Rules Development Tool, an Eclipse plug-in that can be installed inside Genesys Composer or in a standalone version of the Eclipse platform. This initial release provides:
    - Editors for rule facts, conditions, actions, enumerations, and functions.
    - Authentication of the user with the Genesys Configuration Server to control access to Genesys configuration objects (for example, agent groups or skills) that may be referenced in rule templates.
    - Ability for a user to reserve a rule template so that no other users can modify it simultaneously.
    - Role-based access control, using permissions defined in the Genesys Configuration Layer, to determine what parts of the application can be accessed by the user when creating and modifying templates. Role-based access control requires Configuration Server 8.0.2 or higher, and Genesys Administrator 8.0.2 or higher.
- The first release of the Genesys Rules Authoring Tool, a browser-based user interface primarily used by business analysts to create and edit business rules. This initial release includes:
    - Support for both decision tables and linear rules.
    - On-demand and scheduled deployment of rule packages, to the Genesys Rules Engine.
    - Version history of rules, allowing the user to revert a rule package with a previous version of a rule.
    - Audit trail of rule deployment history.
    - Creation and editing of business calendars that define the working hours and holidays for the business.
    - Role-based access control, using permissions defined in the Genesys Configuration Layer, to determine what parts of the application can be accessed by the user. Role-based access control requires Configuration Server 8.0.2 or higher, and Genesys Administrator 8.0.2 or higher.
    - Search capabilities to find instances of rules that match a specific Rule ID, that include specific words in the rule name, that were last modified by a specific user, that contain a certain business calendar, or that were created within a specific date range.
    - Import and export of linear rules (in XML format).
    - Import and export of decision tables (in XML and XLS formats).
    - The centralized, and versioned, repository that manages rules and templates.
- The first release of the Genesys Rules Engine, a rules evaluation component that runs inside a customer-provided application server. This initial release:
    - Hosts rule packages that are deployed by users through the Rules Authoring Tool.
    - Evaluates rules based on requests from client applications.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

rulesengine

Contains the installation files for Genesys Rules Engine.

rulesauthoring
Contains the installation files for Genesys Rules Authoring Tool.

rulesdevelopment
Contains the installation files for the Genesys Rules Development Tool.

templates
Contains the application templates used for configuration.

Documentation

Product documents and release notes are available on the Genesys Documentation website and on a separate documentation library DVD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Release Advisory.

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Genesys Customer Care, read the *Genesys Care Program Guide*. Please tell the Customer Care representative that you are a Genesys Rules System 8.1 customer. For a list of the software versions that are on this CD, click here.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *Genesys Licensing Guide* on the Genesys Documentation website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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