



## Introduction

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The Cisco Business Rules Engine (BRE) provides a means to upload customer specific data. The data can be retrieved at runtime to be used for routing decisions or information to be displayed to the agent.

For example, a tenant who wants to route calls to a specific group of agents based on the ANI dialed could simply upload a list of ANIs. If the ANI of the incoming call is on that list, it is routed to the group of agents specified. If the ANI is not on the list, it is routed straight through to the general queue.

A typical BRE implementation involves these major components:

- **Business Rules Engine utility** provides an interface for creating domains and rule sets. The BRE requires an incoming decision request to be associated with a *domain*. The domain contains a set of rules. Each rule is assigned a priority. The BRE tries to match the domain's highest priority rule with the decision request based on the conditions in the rules.
- **Call Control Script** interface provides a way to create a control script that invokes the BRE in the Webex Contact Center Routing Strategy module.
- **BRE DataSync** configuration utility provides an interface for defining the Data Sync instances to import data into the BRE database. After a Data Sync instance is defined, the tenant can upload a `.csv` file. The uploaded `.csv` data is converted into records in the BRE database.

