



Preface

- [Change History](#), on page i
- [About this Guide](#), on page i
- [Audience](#), on page i
- [Related Documentation](#), on page i
- [Communications, Services, and Additional Information](#), on page ii
- [Documentation Feedback](#), on page ii
- [Conventions](#), on page ii

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	Date
Initial Release of Document	January 2021

About this Guide

The Webex Contact Center Business Rules Engine User Guide describes how to integrate Cisco Webex Contact Center with Business Rules Engine. This guide also describes how to configure the Business Rules Engine.

Audience

This document is intended for users who use Cisco Webex Contact Center to run their contact centers.

Related Documentation

To view the list of Webex Contact Center documentation, see <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html>.

To view Webex Contact Center developer documentation and API references, see <https://developer.webex-cx.com/documentation/getting-started>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover validated apps, products, solutions, and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) provides web-based access to the Cisco bug tracking system. This system maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

Provide your comments about this guide to the contactcenterproducts_docfeedback@cisco.com site.

Conventions

This guide uses the following conventions.

Convention	Description
Boldface font	Text in a boldface font indicates commands, such as user entries, keys, buttons, and submenu names. For example: <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.

Convention	Description
<i>Italic font</i>	<p>Text in an italic font indicates the following:</p> <ul style="list-style-type: none">• A new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• Emphasis. Example: <i>Do not</i> use the numerical naming convention.• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Webex Contact Center Getting Started Guide</i>.
Window font	<p>Text in a Window font, such as Courier, indicates the following:</p> <ul style="list-style-type: none">• Text as it appears in code or information that the system displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>• Filenames. Example: <code>tserver.properties</code>.• Directory paths. Example: <code>C:\Program Files\Adobe</code>

