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Genesys Knowledge Management User Guide

Screening Rules

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Screening Rules

Screening rules scan an interaction and try to match either a destination address, a regular expression, or both. Screening is performed by Classification Server when it is triggered by a Screen object in a routing strategy.

A screening rule can optionally be associated with a category.

Important

Screening, like classification (see [Genesys Knowledge Management: Content Analyzer](#)), can operate on any interaction that has text somehow associated with it, whether as the body of the interaction (e-mail, chat), or otherwise (as user data, for example). In practice, it is expected that most interactions which are screened or classified will be e-mail messages; therefore, the terms *e-mail* and *message* are used interchangeably here, to refer to these interactions. In fact, whatever is said here about e-mail applies to any interaction that has associated text.

Screening Rules topics include:

- [Screening Rules Use](#)
- [Screening Rules Reference](#)
- [Examples of Screening Rules](#)
- [Screening for Sentiment and Actionality](#)