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# Genesys Knowledge Management User Guide

Examples of Screening Rules

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## Contents

- 1 Examples of Screening Rules
  - 1.1 Credit Card Number
  - 1.2 North American Phone Number
  - 1.3 Telltale Words

## Examples of Screening Rules

This section provides examples of screening rules.

### Credit Card Number

To find text that includes a typical credit card number, you need to match a sequence of four groups of four digits, each group separated by -(hyphen):

```
\d\d\d\d\ - \d\d\d\d\ - \d\d\d\d\ - \d\d\d\d\
```

#### Important

This regular expression also works without the \ (backslash) before the hyphens. However, it is better practice to write \- for the character hyphen, because the hyphen also has a special use in range expressions like [a-z].

Or if you want to allow for the possibility that some people will omit the hyphens, use? to make the hyphen optional:

```
\d\d\d\d\ - ?\d\d\d\d\ - ?\d\d\d\d\ - ?\d\d\d\d\
```

You could also use the repetition notation to shorten each \d\d\d\d to \d{4}.

### North American Phone Number

North American phone numbers consists of ten digits, grouped into two groups of three and one of four. There are a number of ways for the groups to be separated:

203-555-1234

(203) 555-1234

(203)555-1234

203 555-1234

203.555.1234

The following regular expression matches all of the above:

```
(\d\d\d|(\d\d\d))[\s\.\-]?s*\d\d\d[\-\.\.]\d\d\d\d
```

The table "Phone Number Regular Expression" analyzes this regular expression.

Phone Number Regular Expression

Symbols	Meaning	Remarks
\d\d\d	Three digits	
\d\d\d (\d\d\d)	Three digits, or three digits enclosed in parentheses	\ turns off the special meaning of the character (
[\s\.\-]?	Space or period or hyphen or zero	Any one of the items enclosed in square brackets, either once or not at all
s*	Zero or more spaces	
\d\d\d	Three digits	
[\-\.]	Hyphen or period	Note again the need to use \
\d\d\d\d	Four digits	

## Telltale Words

To screen for interactions from dissatisfied customers, you might try a regular expression like the following:

```
(not\s([a-z]+\s)*(pleased | satisfied)) | unhappy | complain
```

The first part of this expression matches *not* followed by zero or more words followed by *pleased* or *satisfied*; for example, *not very pleased*, *not satisfied*, *not at all satisfied* (but it also matches strings like *can not believe how pleased I am*). The rest matches the single words "unhappy" and "complain."