eServices Manager Plug-in for GAX

Screening Rule Reference

12/19/2025

Screening Rule Reference

This section provides reference information on the following topics relating to screening rules:

- What they check: What Screening Rules Check

- The functions, arguments, and operators used in them: Functions and Arguments

- Regular expressions to use in them: Regular Expressions

What Text Do Screening Rules Check?

Screening rules check the following parts of an interaction, depending on what you select in the Screening Rule Editor, and on the settings in the IRD screening objects:

- The subject, if you select that check box.

- The body, if you select that check box.

- The header, if you select that check box. See also "Subject, Body, and Header" below, on how screening rules behave if two or more of the preceding are selected, and on the **Pattern is found in any selected field (OR relation)** checkbox.

- The destination address, if you have put anything in the **Addresses** area.

- The value of any key in the user data, if both of the following are true:

    - In the Multiscreen or Classify strategy object, you select a key in the **User data key if specified** drop-down list under **Get screened data from**.

    - In the Screening Rule Editor, you select the **Body** check box in the **Pattern** area. Use the check boxes to have the screening rule apply to the message body, subject, header, or any combination. You must select at least one.

User data is first associated with the interaction by the media server when it creates that interaction. As an example, E-mail Server associates the following user data with the interaction:

- FirstName (from Contact information)

- LastName (from Contact information)

- Mailbox (value of the **address** option in the **[pop-client]** section of the E-mail Server Application object)

- To (MIME header field)

- Subject (truncated to 512 characters)

- FromAddress (personal part of From header field)

- FromPersonal (email address part of From header field)

- All Header fields (except Received, Return-Path, X-MIMETrack, Subject, Sender, From, To, Cc, Bcc)

prefixed by `Header_`

- All parent attached data (originally created by E-mail Server) which can be inherited; that is, all parent attached data:

    - not starting with `Header_`

    - not starting with _ (underscore)

    - not equal to `GEM_Failure`

    - not equal to `GEM_FailureMsg`

    - not equal to `GEM_FailureArgs`

User data may then be added or modified by a routing strategy.

Email Sections to Screen

If you select more than one of the Subject, Body, and Header areas, the screening rule applies to all areas at once. There are two ways to implement this method:

- To enforce it for all screening rules, set the subject-body-header option for Classification Server to `true`.

- To enforce it for a particular screening rule:

    1. Leave **subject-body-header** set to `false`.

    2. Open the rule in the Screening Rule Editor.

    3. Select the **Pattern is found in any selected field (OR relation)** check box.

Important

Setting **subject-body-header** to `true` overrides any selection of the **Pattern is found in any selected field (OR relation)** check box for a particular rule.