eServices Manager Plug-in for GAX

Screening Rules

12/22/2025

Screening Rules

Screening rules scan an interaction and try to match either a destination address (who the message is going to, whether that is identified by an email address, a cell phone number, or some other parameter), a regular expression, or both. Screening is performed by Classification Server when it is triggered by a Screen Interaction object in a routing strategy.

A screening rule can optionally be associated with a category.

Important

Screening can operate on any interaction that has text somehow associated with it, whether as the body of the interaction (email, chat), or otherwise (as user data, for example). In practice, it is expected that most interactions which are screened will be email messages; therefore, the terms *email* and *message* are used interchangeably here, to refer to these interactions. In fact, whatever is said here about email applies to any interaction that has associated text.

Screening Rules topics include:

- How to Create and Test Screening Rules
- Screening Rules Reference, including:
    - What Screening Rules check
    - The functions, arguments, and operators used in them
    - Regular expressions to use in them
- Examples of Screening Rules

You can cut, copy, paste, and delete Screening Rules as well as other eServices Manager objects.

Sample Screening Rules for Sentiment and Actionability

As part of the installation of eServices Manager, Genesys supplies sample screening rules that analyze interactions for:

- The sentiment expressed—Positive, negative, or neutral.
- Actionability—Whether the interaction calls for attention from an agent.

To use this sample, import the file SentimentAndActionabilityScreeningRules.kme, which is located in the <eServicesManagerHome>\SentimentModel directory.
<eServicesManagerHome> is normally C:\Program Files\GCTI\eServices 9.0\eSMngrPlgAdm for

Windows.

This file provides examples of screening rules for detecting sentiment and actionability, plus category trees containing categories that are assigned to any interactions that match the rules.

The installation of eServices Manager also includes sample Models and Training Data Objects that Content Analyzer can use to detect sentiment and actionability, and to identify language.