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Genesys Knowledge Center User's Guide

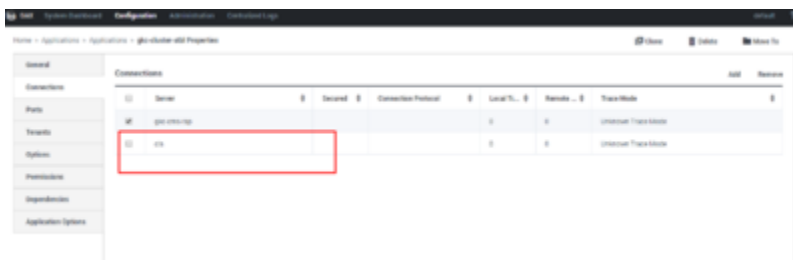
Testing Screening Rules

12/22/2025

Testing Screening Rules

Requirements

Classification server must be added into the connection of Knowledge Center Cluster:

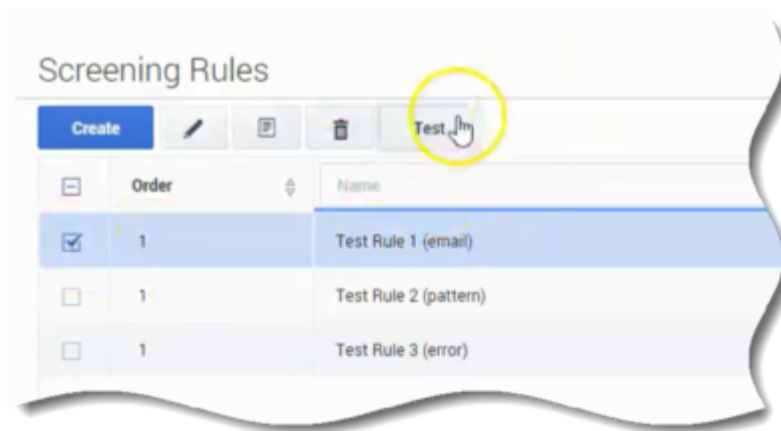


Use Case

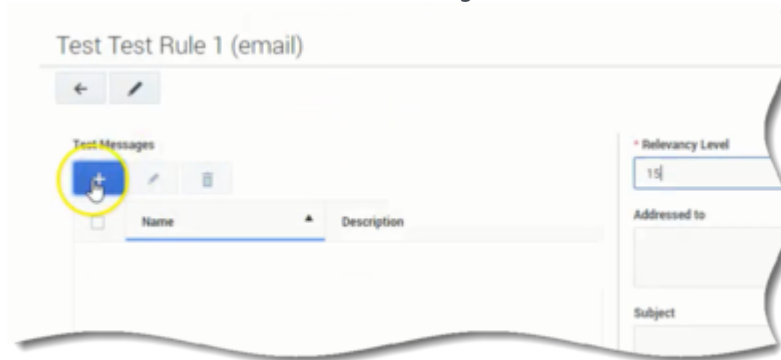
1. Check the screening rule.



2. Click **Test** button.



3. Click **Create/Edit/Delete** test message.



4. Check the test message for testing with the rule.
5. Select the classification server.

* Relevancy Level

15

Addressed to

customer.support@genesys.com

Subject

Header

Text

Classification Server

cls

Test

6. Click the **Test** button.

* Relevancy Level

15

Addressed to

customer.support@genesys.com

Subject

Header

Text

Classification Server

cls

Test

7. Observe the results.