

GENESYS[®]

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Genesys Knowledge Center User's Guide

Testing Screening Rules

4/23/2025

Testing Screening Rules

Requirements

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

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Home + Applications	· Application	- 10	-cluster-atil Properties						(P then	8 1444		Mare To	
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Options	- 1												
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Use Case

1. Check the screening rule.



2. Click **Test** button.

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E	Order 🔤	Narrie	(
V	1	Test Rule 1 (email)	
•	1	Test Rule 2 (pattern)	
	1	Test Rule 3 (error)	(

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

+ /	
test Messages	* Relevancy Level
Name A Description	Addressed to

- 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	
cis Jm	

6. Click the **Test** button.

	Test
* Relevancy Level	
15	
Addressed to	
customer.support@genesys.com	
Subject	
lleeder.	
Header	

7. Observe the results.