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Genesys Knowledge Center User's Guide

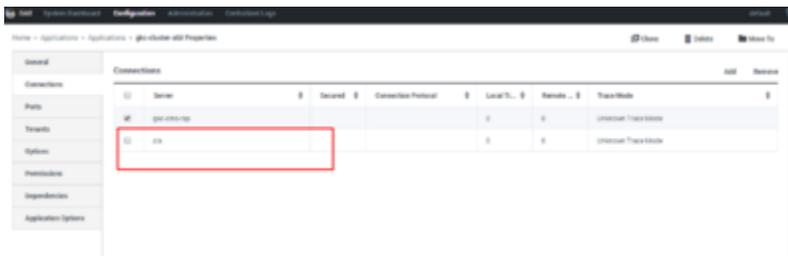
Testing Screening Rules

4/23/2025

Testing Screening Rules

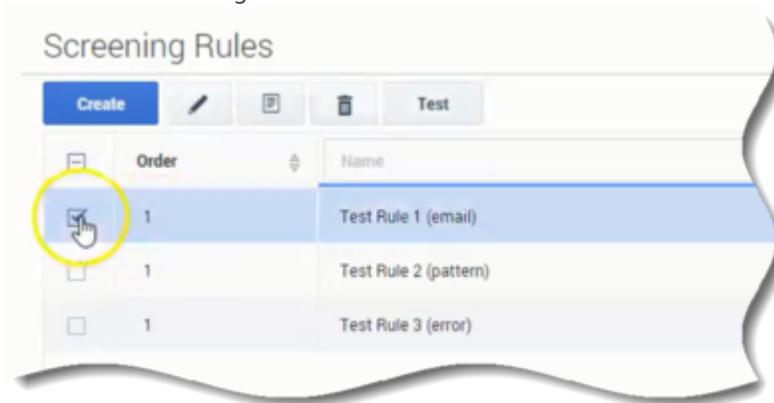
Requirements

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

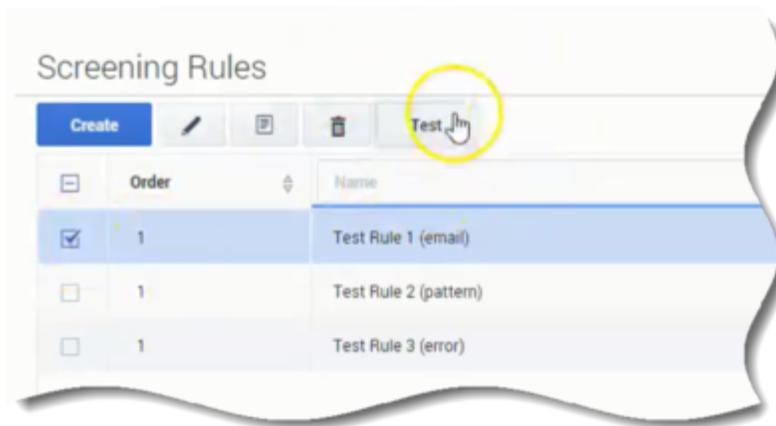


Use Case

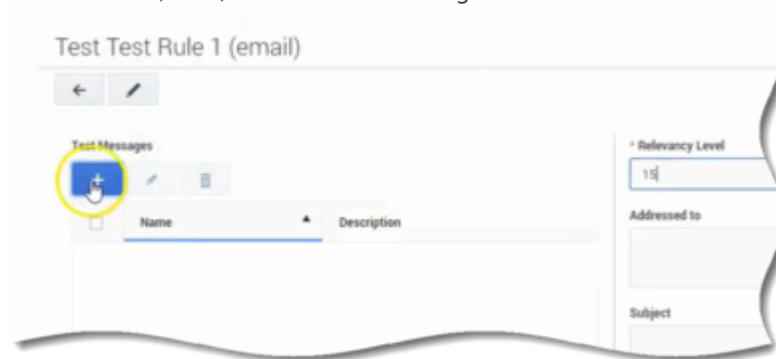
1. Check the screening rule.



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
cis

6. Click the **Test** button.

* Relevancy Level
15

Addressed to
customer.support@genesys.com

Subject

Header

Text

Test

7. Observe the results.