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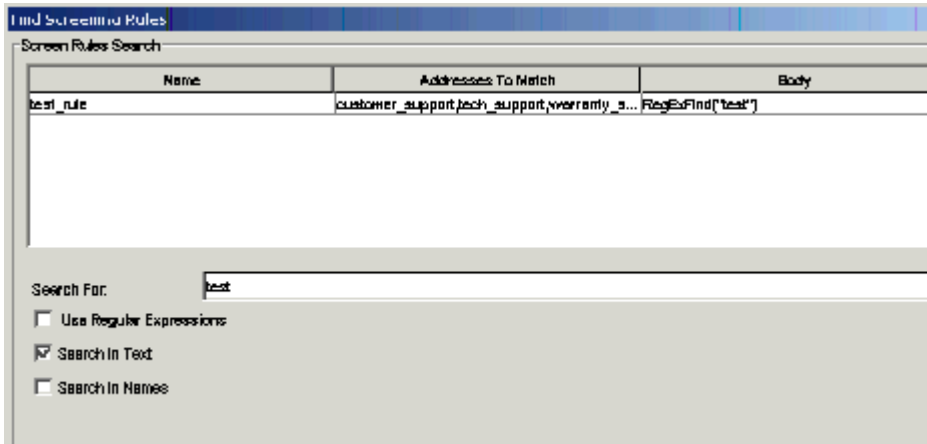
Genesys Knowledge Management User Guide

Finding a Screening Rule

Finding a Screening Rule

Procedure: Finding a rule

1. Right-click anywhere on the Screening tab, then select Find Screening Rules. A dialog box with this name displays, as shown in "Find Screening Rule."



Find Screening Rule

2. Enter a string to search for in the Search For field.
3. Select Use Regular Expressions if you want the search to treat the string as a regular expression.
4. Select check boxes to search in the screening rule's text, name, or both.
5. Click Find. The dialog box displays the name, addresses to match, and body of all screening rules found.

Next Steps

- Learn more about how screening rules work:
 - [Screening Rules Reference](#)
 - [Screening Rules Examples](#)
 - [Sentiment and Actionability](#)
- Learn how to import and export Knowledge Manager objects:
 - [Importing Knowledge Manager objects](#)
 - [Exporting Knowledge Manager objects](#)