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Genesys Knowledge Management User Guide

Functions and Arguments

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Functions and Arguments

Functions

Screening rules can use three basic functions:

- `Find("<text>")`, where `<text>` is a text string. It returns the result `true` if the interaction contains the exact string between quotes, ignoring case.
- `RegexFind("<regular expression>")`, where `<regular expression>` is a regular expression (see [Regular Expressions](#)). It returns the result `true` if the interaction contains any string that matches the regular expression between quotes.
- `RegexMatch("<regExp>")`, where `<regular expression>` is a regular expression. It returns the result `true` only if the entire content of the interaction matches the regular expression between quotes.

Important

`RegexFind` and `RegexMatch` are the same except that `RegexFind` looks for a match anywhere in the body of the interaction, whereas `RegexMatch` demands that the entire body of the interaction match the regular expression.

Arguments

All functions have one required argument, which must appear between double quotation marks, as represented above (`<text>`) or (`<regular expression>`). This required argument can be followed by one or two optional arguments, depending on the function. The full form of each function, including all arguments, is as follows:

```
Find("<text>", <IgnoreCase>)
```

```
RegexFind("<regular expression>", "<key>", <IgnoreCase>)
```

```
RegexMatch("<regular expression>", <IgnoreCase>)
```

IgnoreCase

The `IgnoreCase` argument must be a Boolean value (*true* or *false*). All three functions ignore case in searches unless you include the `IgnoreCase` argument with a value of `false`.

For example:

- `Find("pacific")` finds *Pacific* and *pacific*.
- `Find("Pacific", false)` finds *Pacific* but not *pacific*.

You can also substitute `true` for `false`—for example, `Find("Pacific", true)`—which means that case is ignored. So `Find("Pacific", true)` is the same as `Find("Pacific")`.

Key

The key argument must be a string. If this argument is present, the system creates a key-value pair with the following characteristics:

- The key name is the string specified by the key argument, prefixed by `ScrKey_`.
- The value is the material that the screening rule matches.

The system then adds this key-value pair to the interaction's attached data.

For example, `RegExFind("[A-Z]\d\d\d","ID_code",false)` :

1. Finds strings consisting of a capital letter followed by three digits (see [Regular Expressions](#)) .
2. Attaches to the interaction a key-value pair called `ScrKey_ID_code` whose value is A123, X005, M999, or whatever the function found in this interaction to match the regular expression.