Genesys Knowledge Management User Guide

Screening Rule Operators

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Operators

Operators are of two types:

- Binary operators join two functions.
- Unary operators operate on a single function.

&& is the binary operator "and". For example,

```
Find("interest rate") && Find("APR",false)
```

matches a message only if it includes both "interest rate" and "APR."

|| is the binary operator "or." For example,

```
Find("station wagon") || Find("convertible")
```

matches any message that includes either "station wagon" or "convertible" (or "Station Wagon" or "station Wagon" or "Convertible").

! is the unary operator "not." For example,

```
!Find("windows")
```

matches any message that does not include the word "windows."

You can combine ! with a binary operator. For example,

```
Find("bird") && !Find("goose")
```

matches any message that includes "bird" but does not include "goose."

Operator Precedence

p && q || r is parsed as (p && q) || r. For example, consider:

```
Find("debt") && Find("income") || Find("profit")
```

To paraphrase, this screening rule is basically "find X or find Y," where X is "debt" and "income," and Y is "profit."
It matches both "debt exceeds income" and "profits are fantastic".

You can modify the default precedence by the explicit use of parentheses; for example:

```
Find("debt") && (Find("income") || Find("profit"))
```

This screening rule is basically "find X and find Y," where X is "debt" and Y is either "income" or "profit."
It matches both "debt exceeds income" and "debts impact profit."