



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

eServices Manager Plug-in for GAX

Examples of Screening Rules

12/20/2025

Contents

- 1 Examples of Screening Rules
 - 1.1 Credit Card Number
 - 1.2 North American Phone Number
 - 1.3 Telltale Words

Examples of Screening Rules

This section provides examples of screening rules.

Credit Card Number

To find text that includes a typical credit card number, you need to match a sequence of four groups of four digits, each group separated by -(hyphen):

```
\d\d\d\d\ - \d\d\d\d\ - \d\d\d\d\ - \d\d\d\d\
```

Important

This regular expression also works without the \ (backslash) before the hyphens. However, it is better practice to write \- for the character hyphen, because the hyphen also has a special use in range expressions like [a-z].

Or if you want to allow for the possibility that some people will omit the hyphens, use? to make the hyphen optional:

```
\d\d\d\d\ - ?\d\d\d\d\ - ?\d\d\d\d\ - ?\d\d\d\d\
```

You could also use the repetition notation to shorten each \d\d\d\d to \d{4}.

North American Phone Number

North American phone numbers consists of ten digits, grouped into two groups of three and one of four. There are a number of ways for the groups to be separated:

203-555-1234

(203) 555-1234

(203)555-1234

203 555-1234

203.555.1234

The following regular expression matches all of the above:

```
(\\d\\d\\d|\\(\\d\\d\\d\\)) [\\s\\.\\-]?\\s*\\d\\d\\d[\\-\\.]\\d\\d\\d\\d
```

The table "Phone Number Regular Expression" analyzes this regular expression.

Phone Number Regular Expression

Symbols	Meaning	Remarks
\\d\\d\\d	Three digits	
\\d\\d\\d \\(\\d\\d\\d\\)	Three digits, or three digits enclosed in parentheses	\\ turns off the special meaning of the character (
[\\s\\.\\-]?	Space or period or hyphen or zero	Any one of the items enclosed in square brackets, either once or not at all
\\s*	Zero or more spaces	
\\d\\d\\d	Three digits	
[\\-\\.]	Hyphen or period	Note again the need to use \\
\\d\\d\\d\\d	Four digits	

Telltale Words

To screen for interactions from dissatisfied customers, you might try a regular expression like the following:

```
(not\\s([a-z]+\\s)*(pleased | satisfied)) | unhappy | complain
```

The first part of this expression matches *not* followed by zero or more words followed by *pleased* or *satisfied*; for example, *not* very pleased, not satisfied, not at all satisfied (but it also matches strings like *can not believe how pleased I am*). The rest matches the single words "unhappy" and "complain."