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Genesys Knowledge Center Deployment Guide

Screening Rules and Standard Responses

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Screening Rules and Standard Responses

Overview

Knowledge Center allows users to:

- Create and edit Standard Responses—an item in the Standard Response Library, which stores pre-written responses for use as suggestions to agents, acknowledgments, and/or autoresponses.
- Create and edit Screening Rules in order to screen interactions for specific words or phrases, which you can then use to decide how to handle the interaction.

Important

This functionality is aimed to be used in the environment that uses Universal Contact Server 9.1 and later. Additional information can be found in the UCS 9.1 documentation at the following locations:

- [Integration with Genesys Knowledge Center/Content Management System 9.0](#)
- [Deploying GKC Content Management Server](#)

Important

If you are using Universal Contact Server 8.x it is recommended you disable Screening Rules and Standard Responses in Knowledge Center CMS. Universal Contact Sever 8.x uses its own storage for Standard Response and Screening Rules, and eService Manager must be used to manage them. For more information, see [eServices Manager Plug-in for GAX](#).

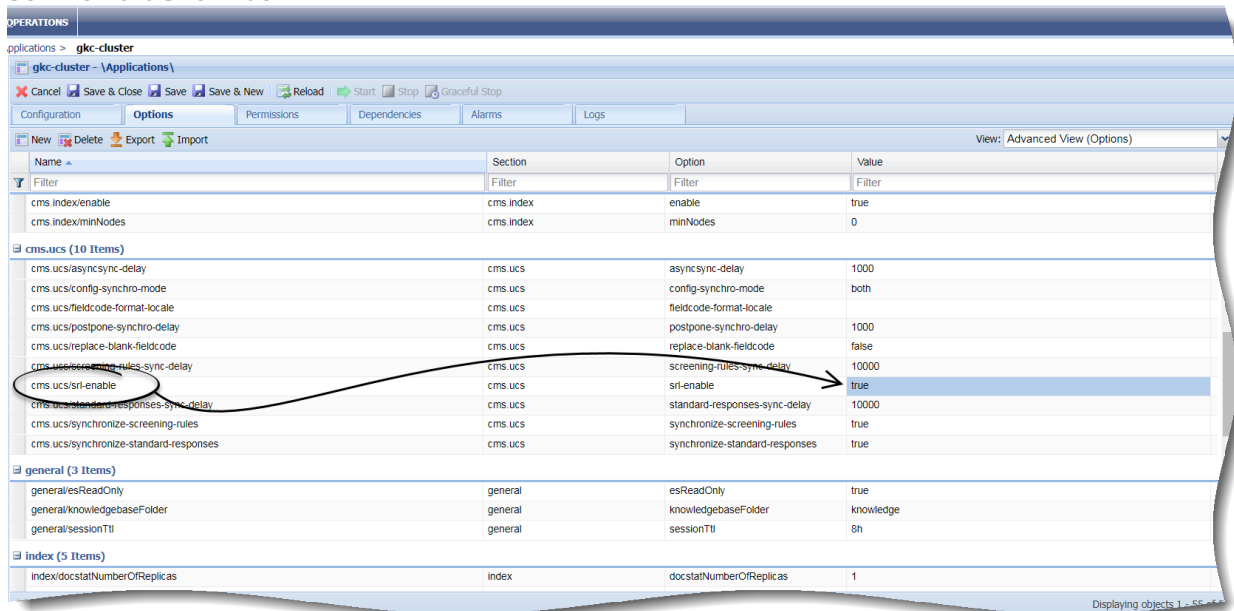
This following describes how to enable and disable Screening Rules and Standard Responses in Knowledge Center CMS.

Enabling Standard Reponse

By default, the Standard Response functionality is disabled so we must first enable it either through Genesys Administrator or Genesys Administrator Extension (GAX).

How to enable Standard Response through Genesys Administrator

1. Log in to Genesys Administrator through GAX.
2. Click the **Provisioning** tab.
3. From the **Environment** folder, select **Applications**.
4. Double-click **gkc-cluster**.
5. Select the **Options** tab.
6. Navigate to **cms.ucs > cms.ucs\srl-enable**.
7. Set the **Value** to true



8. Click **Save & Close** to apply your changes.

How to enable Standard Response through GAX

1. Log in to GAX.
2. Go to **Configuration > Environment > Applications**.
3. Navigate to the **Knowledge > QA > 853 > Knowledge_Space_Freeling Properties** folder.
4. Click **Application Options** from the left-hand menu.
5. Navigate to the **cms.ucs** section and click **cms.ucs\srl-enable**.
6. Set the **Value** to true.
7. Click **OK**, and **Save** to apply your changes.

Screening Rules and Standard Responses

Home > Applications > Applications > Knowledge > QA > 853 > Knowledge_Space_Freeling Properties

Delete Application Clone Move To

Quick Filter Delete Add More

Application Options

Name	Section	Key	Value
cms.ucs			
cms.ucs \ asyncsync-delay	cms.ucs	asyncsync-delay	1000
cms.ucs \ config-synchro-mode	cms.ucs	config-synchro-mode	periodically
cms.ucs \ fieldcode-format-locale	cms.ucs	fieldcode-format-locale	
cms.ucs \ replace-blank-fieldcode	cms.ucs	replace-blank-fieldcode	false
cms.ucs \ screening-rules-sync-delay	cms.ucs	screening-rules-sync-delay	10000
cms.ucs \ sri-enable	cms.ucs	sri-enable	true
cms.ucs \ standard-responses-sync-delay	cms.ucs	standard-responses-sync-delay	10000
cms.ucs \ synchronize-screening-rules	cms.ucs	synchronize-screening-rules	false
cms.ucs \ synchronize-standard-responses	cms.ucs	synchronize-standard-responses	false
general			
general \ knowledgebaseFolder	general	knowledgebaseFolder	knowledge_tpl

Apply