Editing Answering Rules
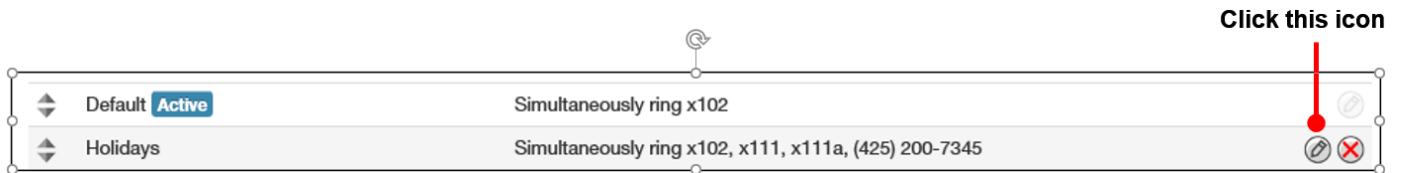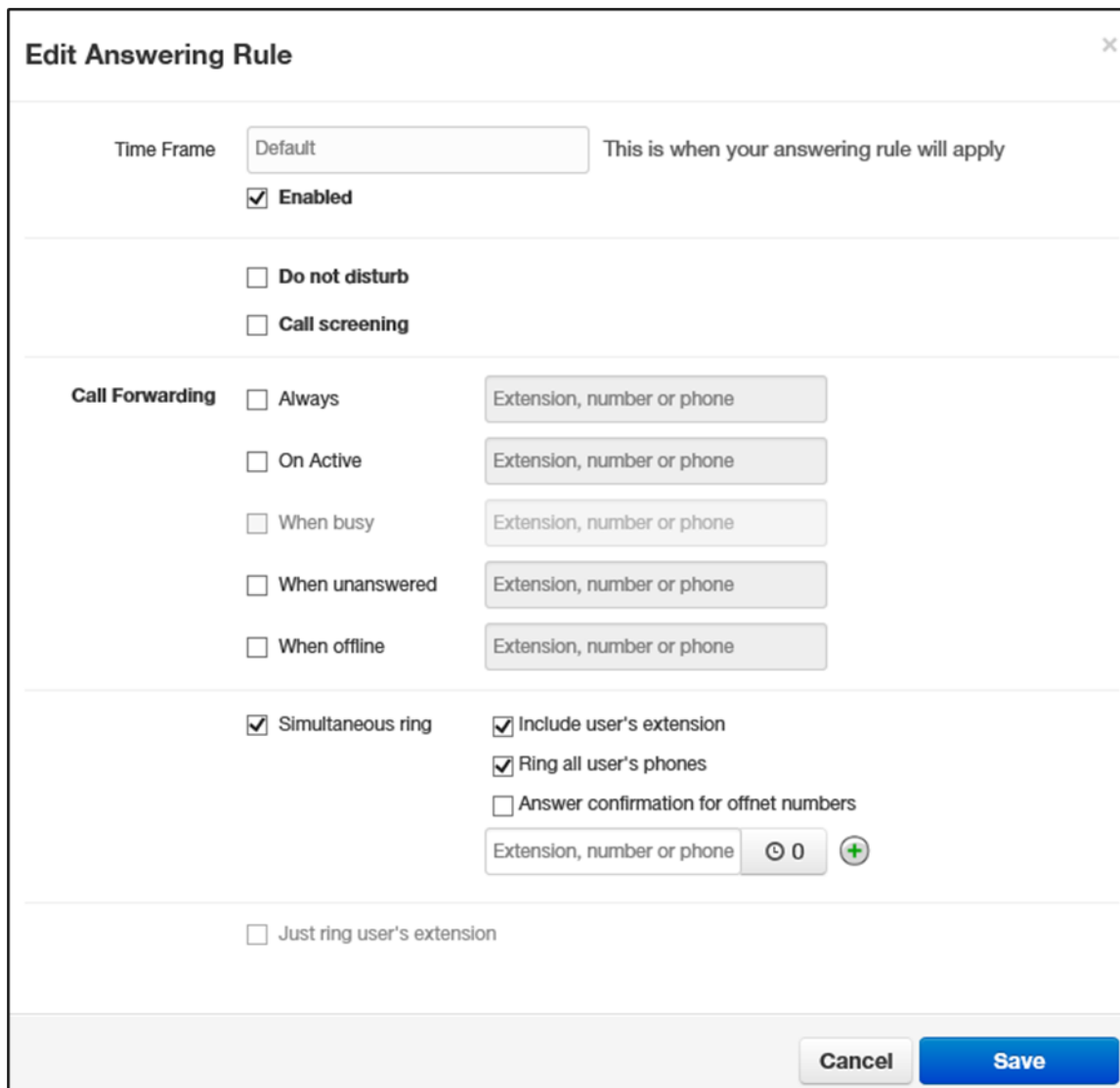
To edit an answering rule for this user:

1. In the **Answering Rules** tab, hover over the answering rule, and then click the 🖉 icon at the far right of the row.

Click this icon

The Edit Answering Rule pop-up window appears.

2. Change the rule, as appropriate.

3. Click **Save**.