Please make sure you are on the admin page of the account.

Step 1: Select the Group that is being used to screen and click on group details.

Internal - Irfan Khan (API)	GROUPS		
Groups	Group : Internal - Irfan Khan (API)		
Users		New Group	Group details Group Administrators Group Members Features
Audit	Search	Go	GROUP ADMINISTRATORS

Step 2: When on group details, scroll down to look for "Auto resolution" and click on Edit which sits right next to it.



Step 3: When on auto resolution page, check which option is selected and toggle to the appropriate one and click on save.

