

# **GENESYS**<sup>®</sup>

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### Genesys Knowledge Management User Guide

The Attachments Tab

5/10/2025

## The Attachments Tab

The Attachments tab displays a list of attachments to the standard response, as shown in "The Attachments Tab."



#### The Attachments Tab

On this tab you can do the following:

- To add an attachment, click New Attachment. Browse to the file that you want to attach, then select it.
- To remove an attachment, select it, then click Remove.
- To view an attachment, select it, then click 0pen (you cannot double-click on the attachment name to view it).

#### Important

This opens the attachment for viewing only. You cannot save any changes that you make to the attachment.