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Genesys Knowledge Management User Guide

Using Categories and Standard Responses

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Using Categories and Standard Responses

This section describes the creation and editing of categories and standard responses. It also provides some explanation of how they work.

See the following procedures:

- [Procedure, Creating a Category Tree](#)
- [Creating Standard Responses](#)
- [Procedure, Searching for Standard Responses](#)
- [Standard Responses for SMS Gateways](#)