

## **GENESYS**

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## Genesys Knowledge Management User Guide

The History Tab

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## The History Tab

On this tab you can do the following:

- To save multiple versions of the standard response, click Save to new version.
- To choose the version that appears on the Standard Response pane, select the version and click Restore.

Restoring a version restores only the Text and Description parts of the standard response. For example:

- 1. Version 1 of a standard response has an expiration date of December 10, 2010.
- 2. Create a Version 2 with Never expire selected (no expiration date).
- 3. Restore Version 1.
- 4. The restored version has Never expire selected. The former expiration date of December 10, 2010 is not restored.