



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Management User Guide

Procedure: Searching for a Standard Response

12/20/2025

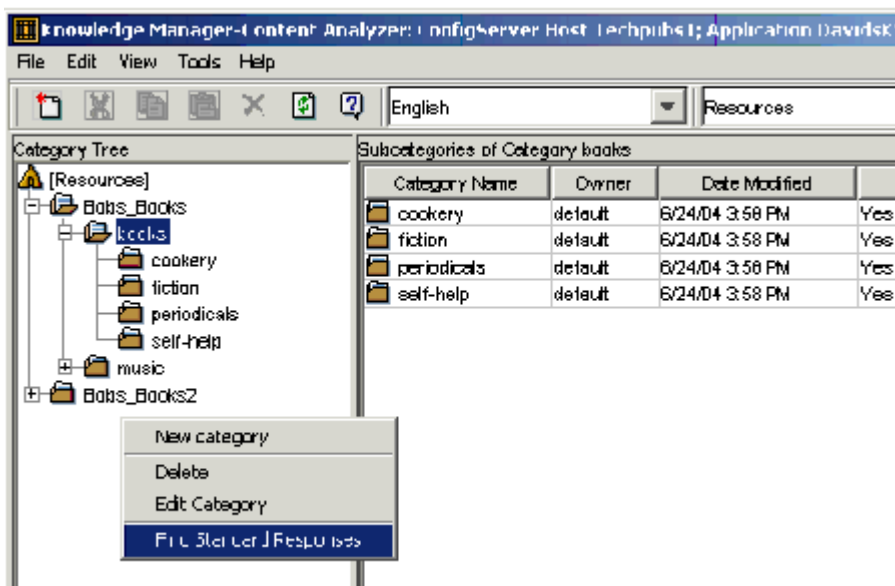
Contents

- 1 Procedure: Searching for a Standard Response
 - 1.1 Find Standard Responses
 - 1.2 Find Standard Responses Dialog, Main Tab
 - 1.3 Find Standard Responses Dialog, Advanced Tab

Procedure: Searching for a Standard Response

You can search for the standard responses that are associated with a selected category and its subcategories.

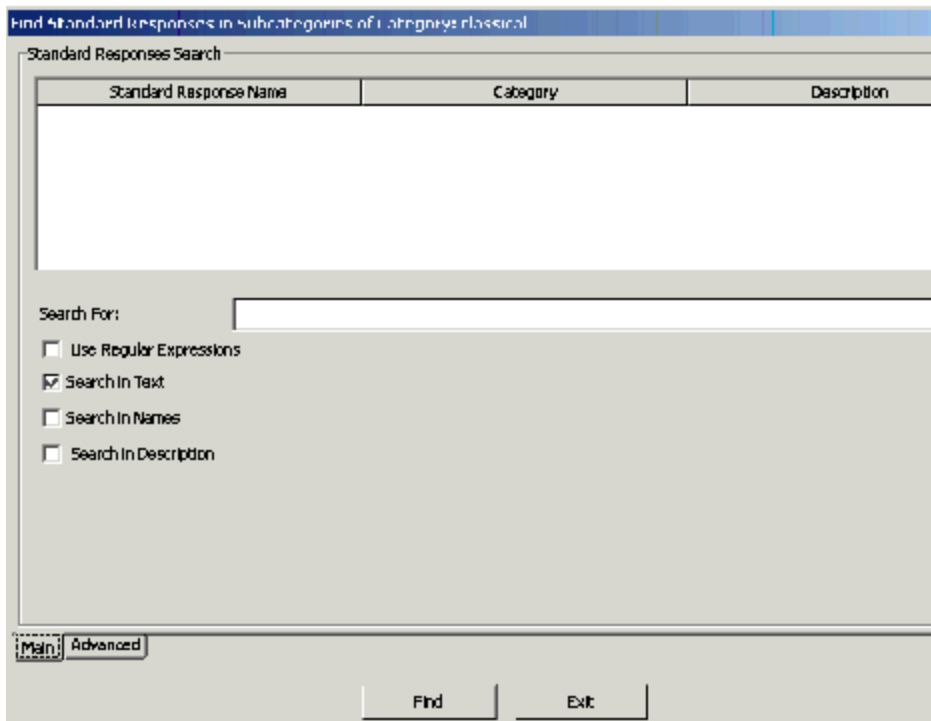
1. Select a category on the Category Tree pane.
2. Right-click anywhere in the Category Tree pane and select Find Standard Responses from the shortcut menu, as shown in "Find Standard Responses".



Find Standard Responses

The search function searches for standard responses associated with the selected category and all of its subcategories.

- The Find Standard Responses in Subcategories of Category: <name> dialog box appears, as shown in "Find Standard Responses Dialog, Main Tab"



Find Standard Responses Dialog, Main Tab

- Enter a string to search for in the Search For field (if there is nothing in this field, the system reports Empty search pattern). Select Use Regular Expressions if you want the search to treat the string as a regular expression. For more information see [Regular Expressions](#).
- Select check boxes to search in the text of the standard response, its name, its description, or any combination. The Search in Text box is selected by default (if none of these check boxes is selected, the system reports No Standard Responses have been found).

Important

When the Search in Text box is selected, Knowledge Manager searches both plain text and HTML versions.

- Go to the Advanced tab, shown in "Find Standard Responses Dialog, Advanced Tab", to select further attributes, in any combination.

The screenshot shows a dialog box titled "Find Standard Responses in subcategories of category: classical". The dialog has a tabbed interface with "Main" and "Advanced" tabs. The "Advanced" tab is selected. The "Standard Responses Advanced Search" section includes several search criteria:

- ☒ Approved, ☐ Not Approved, Owner: [text box]
- Context of use:
 - ☒ Use in query, ☒ Acknowledgement, ☒ Active
 - ☒ Use in query, ☒ Autoreponse, ☐ Active
 - ☐ Use in query, ☐ Suggestions to Agent, ☐ Active
 - ☐ Use in query, ☐ FAQ, ☐ Active
- ☐ Last modified between: [Aug. 05. 2008] and [Aug. 05. 2008]
- ☒ Start date between: [Aug. 30. 2008] and [Dec. 01. 2008]
- ☐ Never expire check box is checked, ☐ not checked
- ☐ End date between: [Aug. 05. 2008] and [Aug. 05. 2008]
- ☐ No HTML part, ☐ Has HTML part
- ☐ No attachment, ☐ Has attachment
- Attachment name: [text box]

At the bottom, there are "Main" and "Advanced" tabs, and "Find" and "Exit" buttons.

Find Standard Responses Dialog, Advanced Tab

- Click Find. The dialog box displays the name, category, and description of all standard responses found. Click Exit to close the dialog box.