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eServices Manager Plug-in for GAX

[Manage Attachments](#)

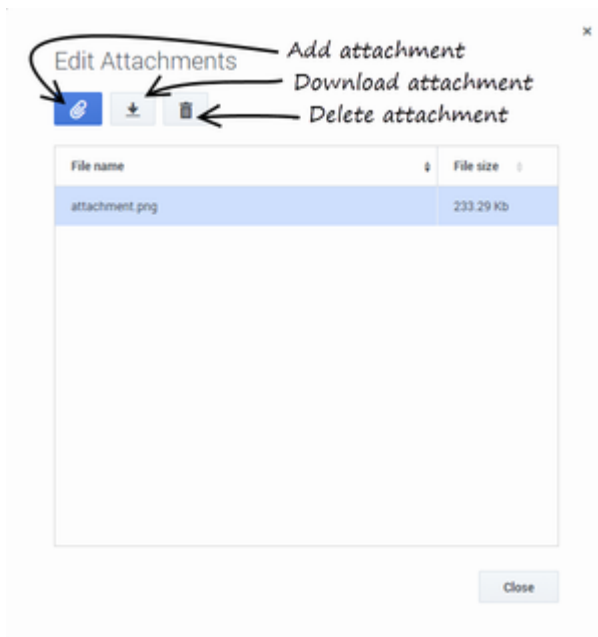
Manage Attachments

To manage attachments for Standard Responses:

1. Select a category.
2. Select a standard response.
3. Click **Attachments**.



4. The **Edit Attachments** pop-up opens.
 - To add an attachment, click **Attach**.
 - To download an attachment, select it, then click **Download**. This downloads the file to your environment.
 - To remove an attachment, select it, then click **Delete**.



Removing media attachments from structured messages

Structured standard responses may contain files, images, or videos. The attachments might have duplicate file names. Before removing any attachment from a structured message, Genesys

recommends that you first identify a media file to be deleted by viewing the JSON structure and then remove the identified file from the **Edit Attachments** window, using the following steps:

1. Select and edit a standard response.
2. Go to the **Structured Body** tab.
3. Select **Media Origin** in the drop-down menu for WhatsApp.
4. Select **Notification** in the **Media Origin Type** drop-down menu.
5. In the **JSON Part** block, locate the "index": 1 key-value pair. In the same section, locate the "name" key-value pair, which contains the media file name and confirm that this is the file to be deleted.
6. Return to the Standard Response view and click **Attachments**.
7. In the **Edit Attachments** window, select the identified media file and click **Delete**.
8. Click **Ok** to confirm deletion in the **Delete** window.

A Warning message will be displayed if a deleted attachment belongs to the structured part of the standard response. Edit the standard response to remove an attachment from the structured view.

Tip

Note that you remove attachments from standard responses only. You might consider downloading the files first to your machine before their deletion, in case you need them later.

Next Steps

- [Review the history and manage versions](#)
- [Create Field Codes](#)