eServices Manager Plug-in for GAX

Cut/Copy/Paste Objects

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Cut/Copy/Paste Objects

You can cut, copy, or paste categories, standard responses, field codes, and screening rules.

The general procedure is:

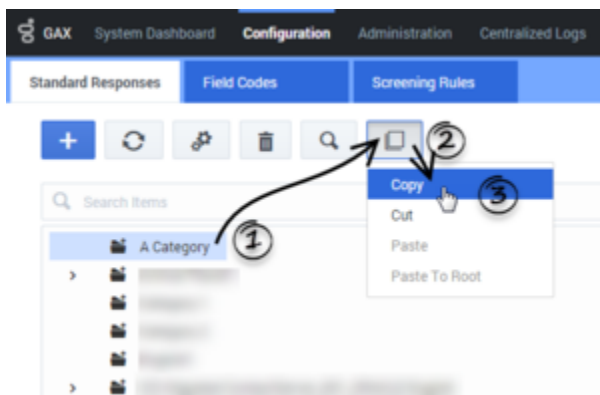1. Select the target object(s).

2. Click ⬜ and select an action (for example, **Copy**).

> ### Important
>
> - When you cut an object, it disappears from its original location only after you paste it somewhere else—except that if you cut a category that has a linked screening rule, the screening rule remains in its original location.
>
> - You can also delete any object by selecting it, then clicking 🗑 .
>
> - Root category names must be unique across all languages.
>
> - If you paste an object into a location that includes an object with the same name, the pasted object is renamed **Copy_<copy number>_of_<name>**.

Categories

You can cut, copy, or paste one category at a time.

Copying a category in eServices Manager.

1. Click the category that you want to cut or copy.

2. Click [ ] and select an action (for example, **Copy**).

3. Do one of the following:

   - To paste inside a category: Click the target category, and then click [ ] and select **Paste**.

     > **Important**
     > You cannot use the **Paste** option if you previously cut a source category and it is still selected.

   - To paste to the root category: Click [ ] and select **Paste to Root**.

Standard responses, field codes, and screening rules

You can cut, copy, or paste one or more objects at a time. See Important notes about screening rules for information pertaining only to screening rules.

Copying two standard responses in eServices Manager.

1. Click the check box beside each object that you want to cut or copy.

   > **Tip**
   > You can click the check box in the header row to select all objects in the table.

2. Click [ ] and select an action (for example, **Copy**).

3. Do one of the following:
   - For standard responses and screening rules: Go to the category into which you want to paste the objects. Click [ ] and select **Paste**.

- For field codes: Click [icon] and select **Paste**.

> ## Important
> Field codes are shared across all languages.

Important notes about screening rules

Screening rules can be cut, copied, and pasted using the same method as standard responses and field codes. However, there are additional options and restrictions to consider:

- You cannot use the **Paste as link** option if you cut a screening rule and you are still in the same category. You must go to a different category to use the **Paste as link** option.

- The **Paste as link** option links a copied screening rule to a target category, but it does not create a separate copy of the screening rule. This is useful if you want to use a screening rule in multiple categories, but you still want to manage the rule from a central location.

- You cannot use the **Paste as link** option in the List view, or if you cut a screening rule in the List view and subsequently switched to the Tree view.

- You can use the **Unlink from Category** option (Tree view) or **Unlink from all Categories** option (List view) to unlink selected screening rule(s) from the category (Tree view) or all categories (List view).