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Genesys Engage cloud Workspace Web Edition Agent Desktop Help

Standard responses

Standard responses

The Responses view enables you to access a database of prewritten standard responses for your interactions. You can insert a response as a reply into any outbound interaction, such as an email or a chat message, or you can read them to the contact during a phone interaction.

After inserting a response into an outbound interaction, such as an email or a chat message, you can modify the contents of the text.

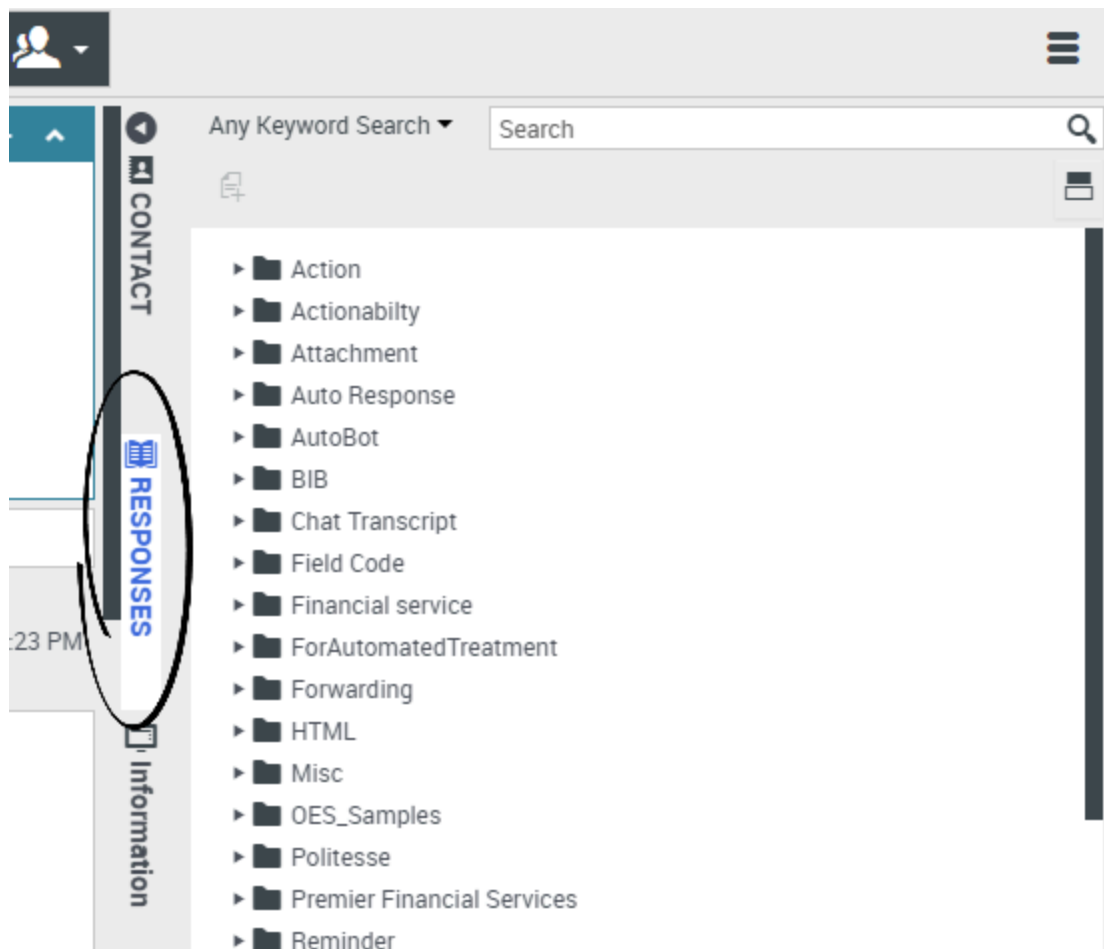
Show video: **Adding a Standard Response to an outgoing email:**

[Link to video](#)

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Using the Responses View

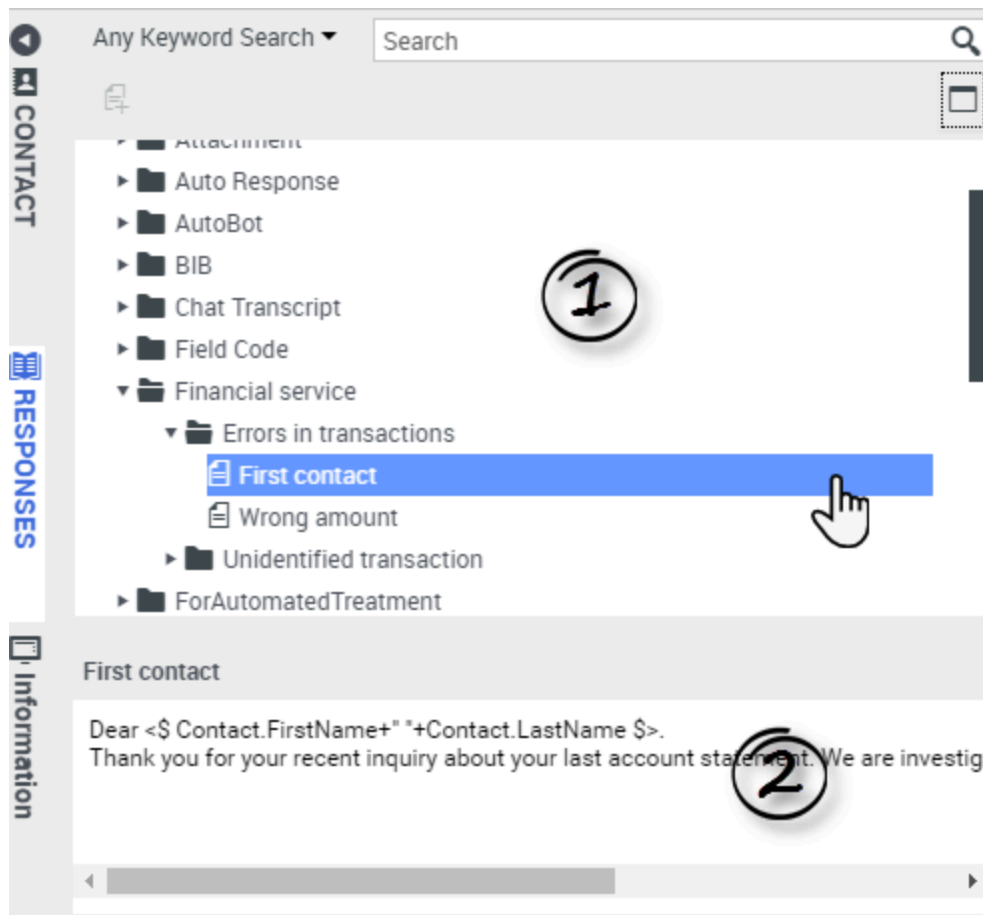


To access the Responses view, select the vertical **RESPONSES** button on the active-interaction window.



The Responses view comprises two main areas: the **Responses Explorer** folder view and the response display area. You can find responses in one of two ways:

1. Browse using the **Responses Explorer** folder view
2. Search the responses database by typing in the **Search and Filter** field.

Responses Explorer



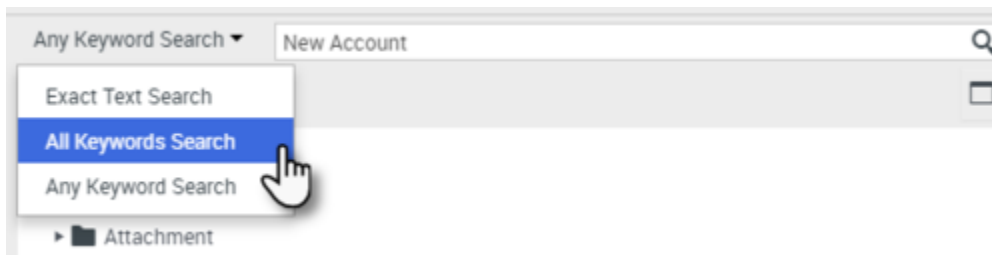
The Responses Explorer contains a tree view of folders (standard-response categories) and pages (standard-response documents). You can:

- Select a response in the explorer area (1) to view its contents (2).
- Navigate the responses folders and documents by selecting folders to open or close them and selecting documents to select them.
- Insert standard-response text into the current interaction at the insertion point by selecting a response document and then selecting **Insert Standard Response Text** .
- Show and hide the responses details area by selecting **Show Detail/Hide Detail** .
- View the contents of the selected response document in the responses details area.
- Copy content from the responses details area and paste it into the message area of your **email** or **chat** interaction. Standard responses use "tokens" (such as <\$ Contact.FullName \$>) that replace a code with specific text. For instance, Dear <\$ Contact.FullName \$> becomes Dear John Smith in the email. If you copy and paste token code (such as <\$ Contact.FullName \$>) into your draft email, the replacement happens only after you send the email. To see the replacement text before sending, you must click **Insert Standard Response Text**.

Search and Filter

The Search and Filter area enables you to specify keywords for which to search in your company's Standard Response Library. It has the following features:

- **Search field**—Enter the keyword for which you want to search, and click the magnifying-glass icon to initiate the search.
- **Search type**—A drop-down list that enables you to search using one of the following strategies:
 - **Any Keyword Search**—Find all responses that contain at least one of the specified keywords.
 - **All Keyword Search**—Find all responses that contain all of the specified keywords.
 - **Exact Text Search**—Find all responses that contain the specified keywords in the order in which they are specified.



Tip

The search is applied to the selected view; to clear the search criteria and display all contents, click the **X** in the search field.