GENESYS™

Web Services and Applications Configuration Guide

Standard Response

12/18/2025

Standard Response

Contents

standard-response.categories

- Default Value: `$All$`
- Valid Values: A comma-separated list of category names or the full path of the category, starting at the root category. Set the value to `$All$` to display Standard Responses from all categories.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of categories Workspace Web Edition uses to filter Standard Responses. Agents see only those Standard Responses that are part of the sub-tree of categories set in the value for this option.

standard-response.field.<[Agent.]CustomFieldCode>

- Default Value: `""`
- Valid Values: Any valid text string.
- Changes take effect: At the next interaction.
- Description: In the name of the option, `CustomFieldCode` represents a field code that is called in a Standard Response object created in Knowledge Manager and stored in Universal Contact Server. Use this option to specify a custom field code such as an agent nickname, role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. Refer to Standard Responses Library for more information.

  The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format `CustomFieldCode` to represent a custom agent attribute using the following pattern: `Agent.<CustomAgentAttr>`, or any custom attribute by dropping the agent modifier: `<CustomFieldCode>`.

  Examples:
    - `standard-response.field.Agent.Nickname = Lee`
    - `standard-response.field.Department = Sales`

privilege.SRL.can-quick-search

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to perform a Quick Search of the Standard Response Library.

privilege.SRL.can-use

- Default Value: `true`
- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: Allows access to the Standard Response Library functions.