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Web Services and Applications Configuration Guide

Standard Responses Library

4/4/2025

Standard Responses Library

The Standard Responses Library (SRL) enables you to access a database of prewritten standard responses for interactions. Agents can insert these responses as replies into any email or chat message.

Agents can modify the contents of a standard response after inserting it into an email interaction or chat message.

To use the Standard Responses Library, you must set up the multimedia feature in Web Services, by using the `features-definition.json` file.

Agents can insert these responses as replies into any email, instant messaging, or chat message, or they can read them to the contact during a voice interaction.

Before you begin, ensure the following prerequisites are met:

- Genesys Administrator Extension 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator Extension 8.
- A Workspace `Application` object exists in the Configuration Database.
- Workspace has a connection to Universal Contact Server.
- The Procedure: Creating a Role and allowing an Workspace privilege and assigning a Role to an agent or agent group.
- The privilege.SRL.can-use option must be enabled.
- Optional. To allow agents to use the Quick Search feature of the Responses database, enable the privilege.SRL.can-quick-search option.
- Optional. Ensure that privileges related to channels are enabled. For more details, see:
  - Setting Up Agents
  - Voice Interactions
  - Email Interactions
  - Chat Interactions
  - Twitter Interactions
  - Facebook Interactions

To enable an agent to access the Universal Contact Server database of prewritten standard responses for interactions:

1. For information about creating and managing Standard Responses and standard response field codes, refer to Knowledge Manager.
2. Enable an index search on SRL in the Universal Contact Server configuration.
   - Set the `index\enabled` option to `true`.

- Set the `index.srl\enabled` option to `true`.

For more details about these settings, refer to the *eServices (Multimedia) 8.0 User's Guide*.

3. Configure the other Standard Response options to meet the requirements of your environment.
4. (Optional) Create custom field codes for agents, agent groups, tenants, or at the application level that can be used by Standard Response objects. Use the standard-response.field.<[Agent.]CustomFieldCode> option to specify a custom field code and value, such as an agent nickname, role, department, or other qualification, and then insert the field code into a Standard Response object.

   For example, you could create a set of field codes for a Standard Response for an agent signature such as the following:

   ```
   Name: "Signature"
   Text: "<$ Agent.Title $> <$ Agent.FullName $> (< $Agent.NickName$ >) - <$ Agent.Position
   $>
   <$ Department $>"
   ```

   In the Agent annex configure `standard-response.field.<[Agent.]CustomFieldCode>`:

   - `'interaction-workspace'/'standard-response.field.Agent.Title' = "Ms"`
   - `'interaction-workspace'/'standard-response.field.Agent.NickName' = "Beth"`
   - `'interaction-workspace'/'standard-response.field.Agent.Position' = "Technical Support Analyst"`

   In the Agent Group annex (in Configuration Server):

   - `'interaction-workspace'/'standard-response.field.Department' = "Customer Care"`