GENESYS™

Genesys Knowledge Management User Guide

Field Codes in Knowledge Manager

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Field Codes in Knowledge Manager

Using Field Codes includes:

- Procedure, Creating Field Codes

- Procedure, Inserting Field Codes into a Standard Response

Knowledge Manager separates the task of creating field codes from the task of creating standard responses. This allows you to create complex field codes that include multiple objects, formulas, and constants (see Using Complex Field Codes for an example). You can then use these complex field codes in multiple standard responses.

Important

Standard Responses that are intended for use in FAQ objects should not contain field codes. FAQ objects contain no means of rendering field codes. See also See FAQ Objects.