



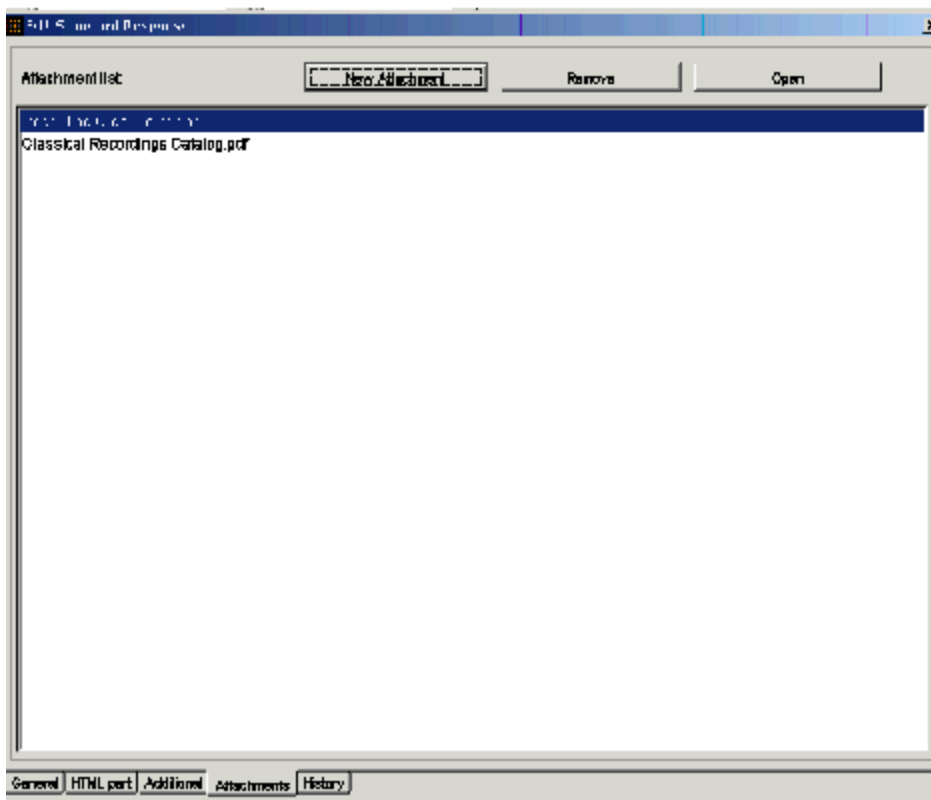
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Genesys Knowledge Management User Guide

The Attachments Tab

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The Attachments tab displays a list of attachments to the standard response, as shown in "The Attachments Tab."



The Attachments Tab

On this tab you can do the following:

- To add an attachment, click New Attachment . Browse to the file that you want to attach, then select it.
- To remove an attachment, select it, then click Remove .
- To view an attachment, select it, then click Open (you cannot double-click on the attachment name to view it).

Important

This opens the attachment for viewing only. You cannot save any changes that you make to the attachment.