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# Genesys Knowledge Management User Guide

Procedure: Creating or Editing a Standard Response

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# Procedure: Creating or Editing a Standard Response

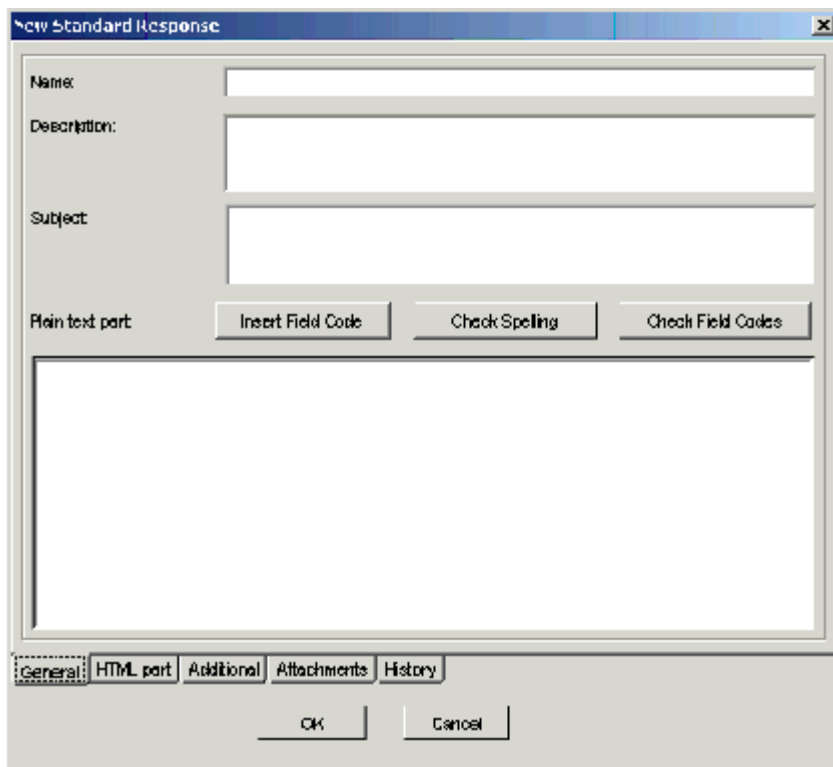
**Purpose:** To create prewritten content that can be used in responding to interactions.

## Prerequisites

- You must first create a category tree.
  - If you want to use field codes in your standard responses, you must first **create the field codes**.
1. On the Category Tree pane, select the category that you want to add a standard response to.
  2. On the Standard Responses pane, right-click and select New Standard Response.  
The Standard Response Editor displays, as shown in the figure "New Standard Response."

### Important

The title of the Standard Response Editor dialog box is New Standard Response if you are creating a standard response and Edit Standard Response if you are editing an existing standard response. The contents are otherwise identical.



### New Standard Response

The display opens on the General tab.

3. Enter a name (required) and description (optional) for the standard response. Remember that the name can use only alphanumeric characters (A-Z, a-z, 0-9), hyphen, underscore, and space.
4. Enter a subject for the standard response. What you enter here appears as the Subject line in an e-mail (such as acknowledgement or autoresponse) generated from this standard response. You can also specify a Subject line in any IRD strategy object that has a Format tab (see the *Universal Routing 8.1 Reference Manual*). If you do, this overrides any Subject line that is specified for the standard response in Knowledge Manager.
5. Enter text for the plain text version of the standard response, using the Insert Field Code button to insert **field codes**. If you have not yet created field codes, you can continue creating the standard response, then return to it and insert field codes after you have created them.
6. Click Check Field Codes to show the result of applying (rendering) the field codes in this standard response. The values rendered are taken from a collection of generic properties that exists for this purpose.
7. Click Check Spelling to check spelling for the language selected in the adjacent drop-down list. See **Language and Dictionary Names** for more information on this.

### Next Steps

- Read further information about the **Language and Dictionary Names**.

- Go on to [Filling out the HTML Part Tab](#).