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Genesys Knowledge Management User Guide

The History Tab

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On this tab you can do the following:

- To save multiple versions of the standard response, click **Save to new version**.
- To choose the version that appears on the Standard Response pane, select the version and click **Restore**.

Restoring a version restores only the Text and Description parts of the standard response. For example:

1. Version 1 of a standard response has an expiration date of December 10, 2010.
2. Create a Version 2 with **Never expire** selected (no expiration date).
3. Restore Version 1.
4. The restored version has **Never expire** selected. The former expiration date of December 10, 2010 is not restored.