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eServices Manager Plug-in for GAX

Set the Standard Response Properties

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Set the Standard Response Properties

Use the **Properties** tab to set the properties for a new standard response or edit the properties of an existing standard response.

The screenshot shows the 'Edit Standard Response' form with the 'Properties' tab selected. The form includes the following fields and controls:

- Standard Response ID:** 0007GaDX8YHV0049
- Approved:** A radio button that is selected. An arrow points to it with the text: "Only Approved responses can be used in Routing Strategies".
- Owner:** default
- Modified Date:** 2018.11.12 12:50 PM. An arrow points to it with the text: "How will the response be used?".
- Acknowledgement:** A section with a checkbox for 'Usage' (unchecked) and 'Active' (checked).
- Autoresponse:** A section with a checkbox for 'Usage' (unchecked) and 'Active' (checked). An arrow points to it with the text: "For each type, only one response can be Active; in other words, it is the default response for that Usage type".
- Suggestions:** A section with a checkbox for 'Usage' (checked) and 'Active' (unchecked).
- Start Date:** A field with the value 2018.11.12 12:47 PM. An arrow points to it with the text: "By default, today's date".
- Never Expire:** A checked checkbox. An arrow points to it with the text: "Clear this checkbox to enter an expiration date".
- Buttons:** 'Cancel' and 'Save'.

Usages

The possible Usages are:

- Acknowledgment—The standard response may be sent to acknowledge receipt of an incoming interaction.
- Autoresponse—The standard response may be used as an automatic response to an incoming interaction.
- Suggestions—The standard response may be offered to agents as suggested wording to use in their own replies to interactions.

Each category in the Category Tree may have multiple standard responses of each Usage type.

Active

For each Usage type, you must specify whether this standard response is the Active one. Only one standard response of a given Usage type can be Active. When the system needs to send a Standard Response of a specific Usage type automatically, it sends the one marked Active.

If you attempt to select Active for a Standard Response (either a new one or an existing one), and there is already an Active Standard Response with that usage type for that category, eServices Manager offers to take the previously Active Standard Response out of Active status.

Expiration Date

If a standard response's expiration date has been reached, it has the following effects:

- The standard response is not shown in IRD, so it cannot be used in a new or modified strategy.
- If this standard response was saved in a strategy before the expiration date was reached, E-mail Server does not send the standard response, but returns an error message.

Next Steps

- Create an **HTML version** or **structured message version** of the standard response.
- **Maintain multiple versions** of the standard response.
- Create **Field Codes** to use in your standard responses.