

## **GENESYS**

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## eServices Manager Plug-in for GAX

**Manage Attachments** 

## Manage Attachments

To manage attachments for Standard Responses:

- 1. Select a category.
- 2. Select a Standard Response.
- 3. Click Attachments.



- 4. The **Edit Attachments** pop-up opens.
  - To add an attachment, click **Attach**.
  - To download an attachment, select it, then click **Download**. This downloads the file to your environment.
  - To remove an attachment, select it, then click **Delete**.



## Next Steps

Review the history and manage versions



• Create Field Codes