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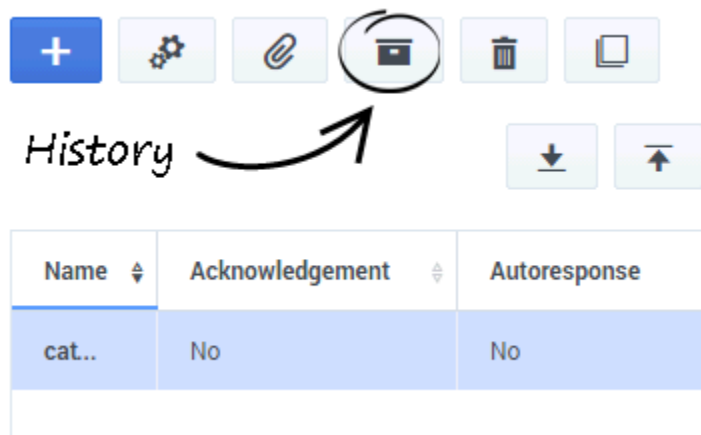
eServices Manager Plug-in for GAX

Create and Manage Multiple Versions

12/19/2025

Create and Manage Multiple Versions

To create multiple versions of your Standard Response, select the Standard Response, then click the History icon, as shown in the figure.



History Icon

The History window opens.

History

The History window has a toolbar with three icons: a magnifying glass, a refresh icon, and a trash can. Below the toolbar is a table with four columns: Version, Modified Date, Name, and Description. The table contains three rows of data. Below the table are sections for Description, Subject, Plain text part, and HTML.

| Version | Modified Date | Name | Description |
|---------|---------------|------------------|--|
| 1 | Mar 3, 2017 | catnip explained | Basic explanation of catnip |
| 2 | Mar 6, 2017 | catnip explained | Basic explanation of catnip, with HTML version |
| 3 | Mar 6, 2017 | catnip explained | catnip answer to FAQ |

Description
Basic explanation of catnip, with HTML version

Subject
Your inquiry about catnip

Plain text part
Nepeta cataria, commonly known as catnip, catswort, or catm

HTML

```
<html>
<head>
  <title>Catnip</title>
</head>
<body>
  <p><i>Nepeta cataria,</i> commonly known as catnip, catswort
</body>
</html>
```

Standard Response History Window

- Click the Save to New Version (page with plus sign) icon to save the selected Standard Response as a version.
- Click the Reverse (circling arrow) icon to restore the selected version as the one that appears in the main eServices Manager window.
- Click the Delete (trashcan) icon to delete the selected version.

Tip

When you save a new version, it retains everything except for

- Attachments
- The settings on the Properties tab