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eServices Manager Plug-in for GAX

Set the Standard Response Properties

12/17/2025

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 fields for 'Standard Response ID' (0007GaDX8YHV0049), 'Owner' (default), and 'Modified Date' (2018.11.12 12:50 PM). There are three sections for usage types: 'Acknowledgement', 'Autoresponse', and 'Suggestions'. Each section has 'Usage' and 'Active' checkboxes. The 'Approved' radio button is selected. A 'Start Date' field shows '2018.11.12 12:47 PM' and a 'Never Expire' checkbox is checked. Annotations with arrows point to these elements: 'Approved' (Only Approved responses can be used in Routing Strategies), 'Modified Date' (How will the response be used?), 'Acknowledgement Usage' (For each type, only one response can be Active; in other words, it is the default response for that Usage type), 'Start Date' (By default, today's date), and 'Never Expire' (Clear this checkbox to enter an expiration date). The form has 'Cancel' and 'Save' buttons at the bottom.

Edit Standard Response

General Structured Body **Properties**

Standard Response ID
0007GaDX8YHV0049

☒ Approved → Only Approved responses can be used in Routing Strategies

Owner
default

Modified Date
2018.11.12 12:50 PM → How will the response be used?

Acknowledgement
☐ Usage ☐ Active → For each type, only one response can be Active; in other words, it is the default response for that Usage type

Autoresponse
☐ Usage ☐ Active

Suggestions
☒ Usage ☐ Active

★ Start Date
2018.11.12 12:47 PM → By default, today's date

☒ Never Expire → Clear this checkbox to enter an expiration date

Cancel 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.