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eServices Manager Plug-in for GAX

Standard Responses

12/17/2025

Standard Responses

Standard Responses enable you to send welcoming, helpful answers to frequently-submitted queries from customers.

The high-level process

To create Standard Responses you do the following high-level steps:

1. **Plan and build your Category Tree structure.** A Category Tree provides the framework for organizing your Standard Responses.
2. **Create your Standard Responses.**
3. **Create Field Codes** and then add them to the Standard Responses. Field Codes enable you to personalize your Standard Responses.

You can **cut, copy, paste, and delete** Standard Responses and other Knowledge Management objects.