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Web Services and Applications Configuration Guide

Standard Response

12/16/2025

Standard Response

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standard-response.categories

- Default Value: \$All\$
- Valid Values: A comma-separated list of category names or the full path of the category, starting at the root category. Set the value to \$All\$ to display Standard Responses from all categories.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of categories Workspace Web Edition uses to filter Standard Responses. Agents see only those Standard Responses that are part of the sub-tree of categories set in the value for this option.

standard-response.field.<[Agent.]CustomFieldCode>

- Default Value: ""
- Valid Values: Any valid text string.
- Changes take effect: At the next interaction.
- Description: In the name of the option, CustomFieldCode represents a field code that is called in a Standard Response object created in [Knowledge Manager](#) and stored in Universal Contact Server. Use this option to specify a custom field code such as an agent nickname, role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. Refer to [Standard Responses Library](#) for more information.

The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format CustomFieldCode to represent a custom agent attribute using the following pattern: Agent.<CustomAgentAttr>, or any custom attribute by dropping the agent modifier: <CustomFieldCode>.

Examples:

- standard-response.field.Agent.Nickname = Lee
- standard-response.field.Department = Sales

privilege.SRL.can-quick-search

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to perform a Quick Search of the Standard Response Library.

privilege.SRL.can-use

- Default Value: true
- Valid Values: true, false

- Changes take effect: When the session is started or restarted.
- Description: Allows access to the Standard Response Library functions.