GENESYS

Web Services API Reference

Standard Responses API

12/12/2025

Standard Responses API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

A Standard Response is a text template with keyword placeholders that are meant to be replaced, resulting in a standardized, yet custom message that is crafted according to the situation and customer.

The Web Services API caters to Standard Response features.

This section describes general concepts employed by the standard response portion of the Web Services API and provides guidance for developers building standard response into their client applications.

Example

Standard Response template transformed into a message

```
Hello <$ Customer.FirstName $> <$ Customer.LastName $>, I am <$ Agent.FirstName $> and I am
happy to help you.
```

transforms into

```
Hello Clark Kent, My name is Lex and I am happy to help you.
```

Basic Standard Response Operations	Favorites Control
Retrieve information about standard responses	Get agents favorite responses
Render a Standard Response into a real message	Add standard response favorite
Retrieve Standard Response data for UCS reporting	Remove a standard response favorite
Retrieve the content of specific document	Delete all standard response favorites