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Workspace Desktop Edition Deployment Guide

Standard Responses Options

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Standard Responses

standard-response.categories

- Default Value: \$All\$
- Valid Values: \$All\$ or a comma-separated list of one or more category-name Business Attributes
- Changes take effect: At the next interaction.
- Description: Specifies the list of categories that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of those categories. The category corresponds to a Business Attribute that is defined in the Configuration Layer. If the value \$All\$ is specified, then Standard Responses for all the Category objects that are defined in the Configuration Layer are displayed. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

standard-response.default-search-type

- Default Value: AllKeywords
- Valid Values: AnyKeyword, AllKeywords, or ExactText.
- Changes take effect: At the next interaction.
- Description: Specifies the default search type that is used to search for text in Standard Response Library. If empty, the default search type is AnyKeywords.

standard-response.enable-usage-feedback

- Default Value: true
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether the usage information of the Standard Response Library is populated in the interaction record in Universal Contact Server (UCS) so that it can be read by the Training Server.

standard-response.languages

- Default Value: \$All\$
- Valid Values: \$All\$ or a comma-separated list of one or more language-name Business Attributes
- Changes take effect: At the next interaction.
- Description: Specifies the list of languages that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of the root categories of the specified languages. The language corresponds to a Business Attribute named Language in the Configuration Layer. If the value \$All\$ is specified, then Standard Responses for all the Language objects that are

defined in the Configuration Layer are displayed. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

`standard-response.suggested-responses-min-relevancy`

- Default Value: 50
- Valid Values: An integer between 0 and 100.
- Changes take effect: At the next interaction.
- Description: Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.