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Workspace Desktop Edition Deployment Guide

Standard Responses

5/4/2025

Standard Responses

[**Modified:** 8.5.112.08, 8.5.118.10]

Procedure

Enabling agents to use the Standard Responses Library (SRL)

Purpose:

To enable an agent to access the **Universal Contact Server** database of prewritten standard responses for interactions.

Agents can insert these responses as replies into any email, instant messaging, or chat message, or they can read them to the contact during a voice interaction.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View, or Genesys Administrator Extension.
- A working knowledge of Genesys Administrator Extension.
- A Workspace Application object exists in the Configuration Database.
- Workspace has a connection to **Universal Contact Server**.
- The Procedure: **Creating a Role and allowing an Workspace privilege and assigning a Role to an agent or agent group**.
- (Optional) The Procedure: **Provisioning Workspace for the Voice channel**.
- (Optional) The Procedure: **Enabling an agent to use E-Mail to correspond with a contact**.
- (Optional) The Procedure: **Enabling an agent to use Chat to chat with a contact**.

Start

1. For information about creating and managing Standard Responses and standard response field codes, refer to **Knowledge Manager**.
2. Allow the following SRL privileges (see **Standard Response Privileges**) for the role to which the agent is assigned (refer to the **Creating a Role and allowing an Workspace privilege and assigning a Role to an agent or agent group**):
 - Can Use SRL
3. Enable an index search on SRL in the **Universal Contact Server** configuration.
 - Set the index\enabled option to true.
 - Set the index.srl\enabled option to true.

For more details about these settings, refer to the **eServices (Multimedia) 8.0 User's Guide**.

4. Configure the relevancy level for Suggested Responses:

- Set the `standard-response.suggested-responses-min-relevancy` option to display responses in order according to their relevancy to the inbound interaction.

5. Configure the other **Standard Response options** to meet the requirements of your environment.

6. (Optional) Create custom field codes for agents, agent groups, tenants, or at the application level that can be used by Standard Response objects. Use the `standard-response.field.<CustomFieldCode>` option to specify a custom field code and value, such as an agent nickname, role, department, or other qualification, and then insert the field code into a Standard Response object.

For example, you could create a set of field codes for a Standard Response for an agent signature such as the following:

```
Name: "Signature"
Text: "<$ Agent.Title $> <$ Agent.FullName $> (< $Agent.NickName$ >) - <$ Agent.Position
$>
<$ Department $>"
```

In the Agent annex configure `standard-response.field.<[Agent.]CustomFieldCode>`:

- `'interaction-workspace'/'standard-response.field.Agent.Title' = "Ms"`
- `'interaction-workspace'/'standard-response.field.Agent.NickName' = "Beth"`
- `'interaction-workspace'/'standard-response.field.Agent.Position' = "Technical Support Analyst"`

In the Agent Group annex (in Configuration Server):

- `'interaction-workspace'/'standard-response.field.Department' = "Customer Care"`

7. (Optional) Create shortcut keywords that agents can enter into the email, chat, SMS, and MMS composition areas to automatically add common Standard Responses. **[Added: 8.5.118.10]**

- a. Specify the prefix character that agents must type before entering the keyword by configuring the `editor.shortcuts.prefix` option. Workspace detects the prefix/keyword combination as a shortcut if the agent immediately types Ctrl+Space after typing the prefix character followed by the keyword. For example, if you have a standard response about a new sale and you create a keyword called sale and you specify # as the prefix, the agent would type #sale followed by Ctrl+Space to automatically populate the email interaction with the content of the sale Standard Response.
- b. For each shortcut that you want to create, add the `standard-response.shortcuts.<keyword>` option to the `interaction-workspace` of the configuration object for which you want to enable the shortcut. In the name of the configuration option, replace `<keyword>` with the name of the shortcut keyword. For example, if the keyword that you want your agent to type is #sale, add the following option:

```
standard-response.shortcuts.sale
```

Then, set the value of the option to the path to the response. For example: `Agent Responses\Latest Promotions`.

End