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Workspace Desktop Edition Deployment Guide

Standard Responses Library

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Standard Responses Library

This topic is part of a set of topics related to setting up **channels and interaction handling**.

The Standard Responses Library (SRL) enables you to access a database of pre-written standard responses for interactions. Agents can insert these responses as replies into any email, chat message, or instant message, or they can read them to the contact during a voice interaction.

Agents can modify the contents of a standard response after inserting it into an email, chat message, or instant message.

The following information about the usage of standard responses is provided automatically to the **Universal Contact Server** by Workspace:

- 0—The agent received suggested responses on the desktop but chose to ignore them and chose another response from the SRL.
- 2—The agent received suggested responses on the desktop, chose one of them, and replied.
- 3—The agent did not receive a suggested response from the content analyzer and chose a standard response from the SRL.

Interaction Workspace employs the following privilege for the Standard Responses Library (SRL):

- Can Use Standard Response Library

You use the following options in the interaction-workspace section to configure the SRL:

- `standard-response.default-search-type`: Specifies the default search type that is used to search for text in Standard Response Library. If empty, the default search type `AllKeywords` is used.
- `standard-response.suggested-responses-min-relevancy`: Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.
- `standard-response.categories`—Specifies the Standard Response category names to which the agent is restricted. Only standard responses and sub-category trees of the specified categories are displayed to the agent.
- `standard-response.languages`—Specifies the Standard Response languages to which the agent is restricted. Only standard responses of the specified languages are displayed to the agent. Languages are defined as Business Attributes in the Configuration Layer.

The `standard-response.categories` and `standard-response.languages` options can be **overridden by a routing strategy**. For example:

1. Configure a Transaction object of type `list`. For example, the object could be named: `IW_StandardResponseOverrideOptions`.
2. In the interaction-workspace section of the Agent configure the following options:
 - `standard-response.languages = French`
 - `standard-response.categories = Financial Service,HTML,English/Email/Loan`

3. To the override options add the name of the key to be used in the Routing Strategy to the interaction-workspace section: `interaction.override-option-key = IW_OverrideOptions` (default).
4. To the AttachedData in the strategy, add the following object name: `IW_OverrideOptions = IW_StandardResponseOverrideOptions`

For more information, refer to [Modifying a Routing Strategy to Override Workspace Options, Based on Attached Data](#).