



# Agent Desktop Agent's Guide

Standard responses

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While you are handling an interaction, you can use the Responses tab in the interaction view to access a database of pre-written standard responses for your interactions. You can insert a response as a reply into any outbound interaction, such as an email or a chat message, or you can read them to the contact during a phone interaction.

### Related pages:

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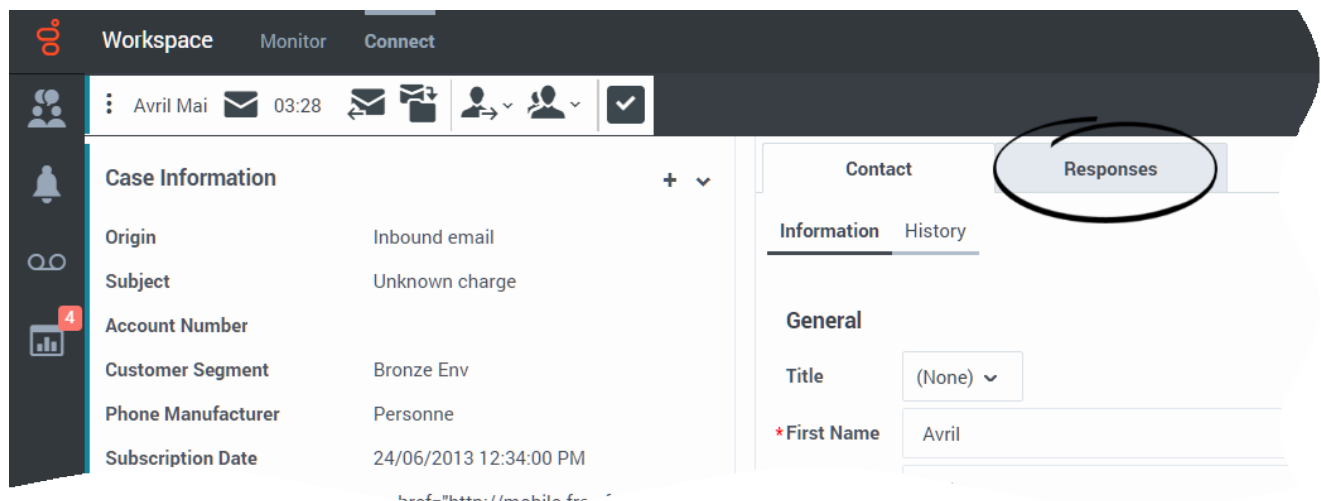
After inserting a response into an outbound interaction, such as an email or a chat message, you can modify the contents of the text.

### Tip

After inserting a response into an outbound interaction, such as an email or a chat message, you can modify the contents of the text.

[Link to video](#)

## Using the Responses View

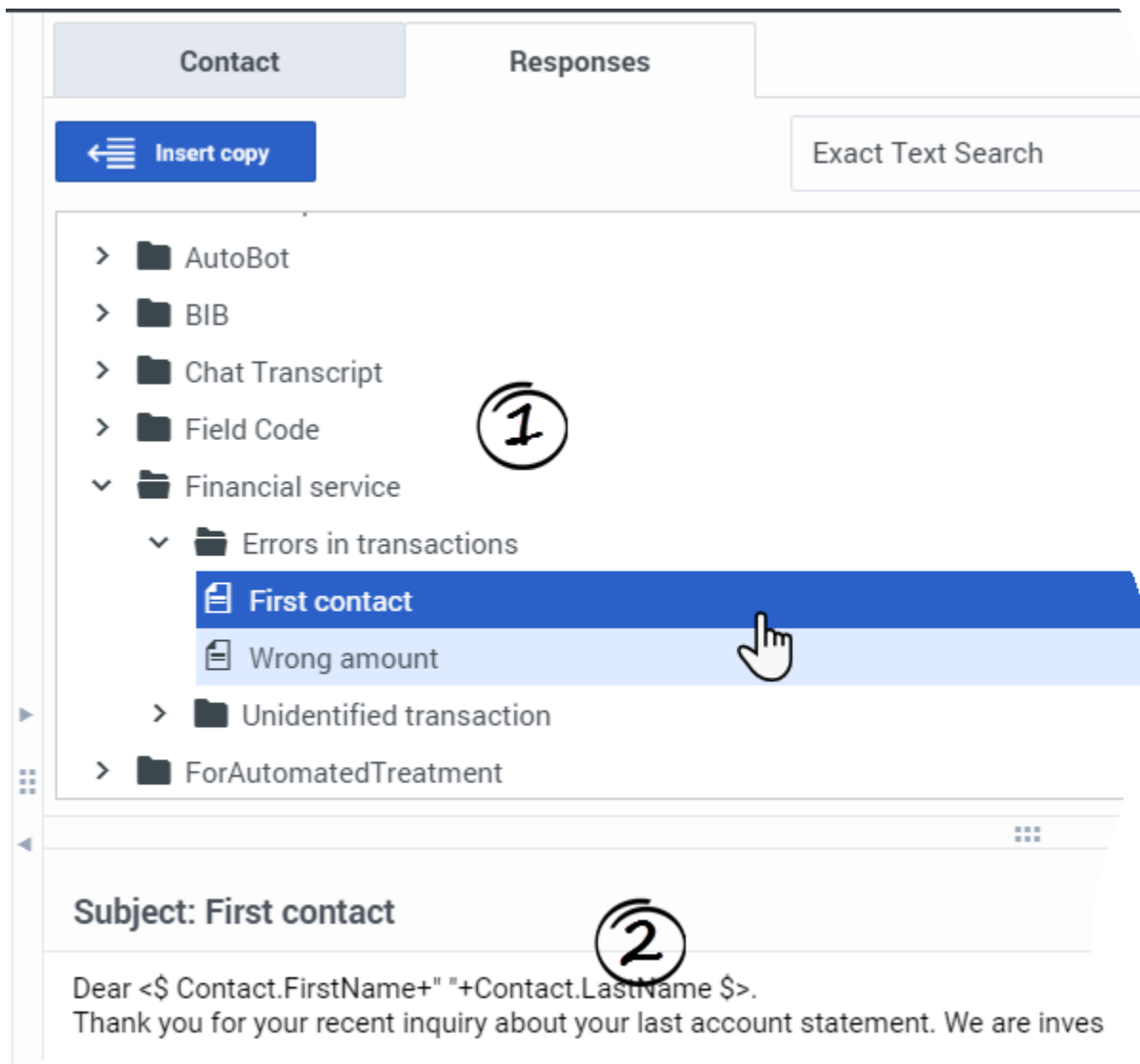


To access the Responses view, select the vertical **RESPONSES** button on the active-interaction window.

The Responses view comprises two main areas: the Responses Explorer folder view and the response display area. You can find responses in one of two ways:


1. Browse using the Responses Explorer folder view
2. Search the responses database by typing in the Search and Filter field.

## Responses Explorer



The Responses Explorer contains a tree view of folders (standard-response categories) and pages (standard-response documents). You can:

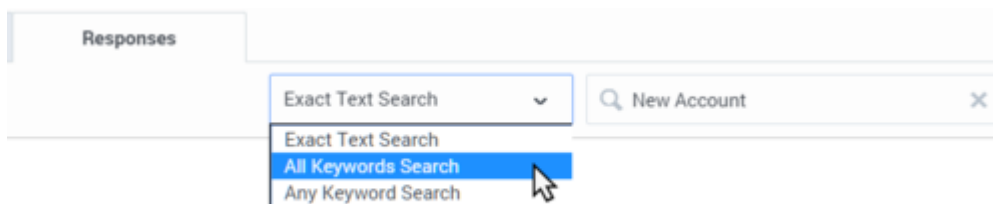
- Select a response in the explorer area (1) to view its contents (2).
- Navigate the responses folders and documents by selecting folders to open or close them and selecting documents to select them.

- Insert standard-response text into the current interaction at the insertion point by selecting a response document and then selecting **Insert copy**.
- Show and hide the responses details area by selecting **Show Detail/Hide Detail** .
- View the contents of the selected response document in the responses details area.
- Copy content from the responses details area and paste it into the message area of your email or chat interaction. Standard responses use "tokens" (such as `{}`) that replace a code with specific text. For instance, `Dear {}` becomes `Dear John Smith` in the email. If you copy and paste token code (such as `{}`) into your draft email, the replacement happens only after you send the email. To see the replacement text before sending, you must click **Insert Standard Response Text**.

## Search and Filter

The Search and Filter area enables you to specify keywords for which to search in your company's Standard Response Library. It has the following features:

- **Search field**—Enter the keyword for which you want to search, and click the magnifying-glass icon to initiate the search.
- **Search type**—A drop-down list that enables you to search using one of the following strategies:
  - **Any Keyword Search**—Find all responses that contain at least one of the specified keywords.
  - **All Keyword Search**—Find all responses that contain all of the specified keywords.
  - **Exact Text Search**—Find all responses that contain the specified keywords in the order in which they are specified.



### Tip

The search is applied to the selected view; to clear the search criteria and display all contents, click the **X** in the search field.



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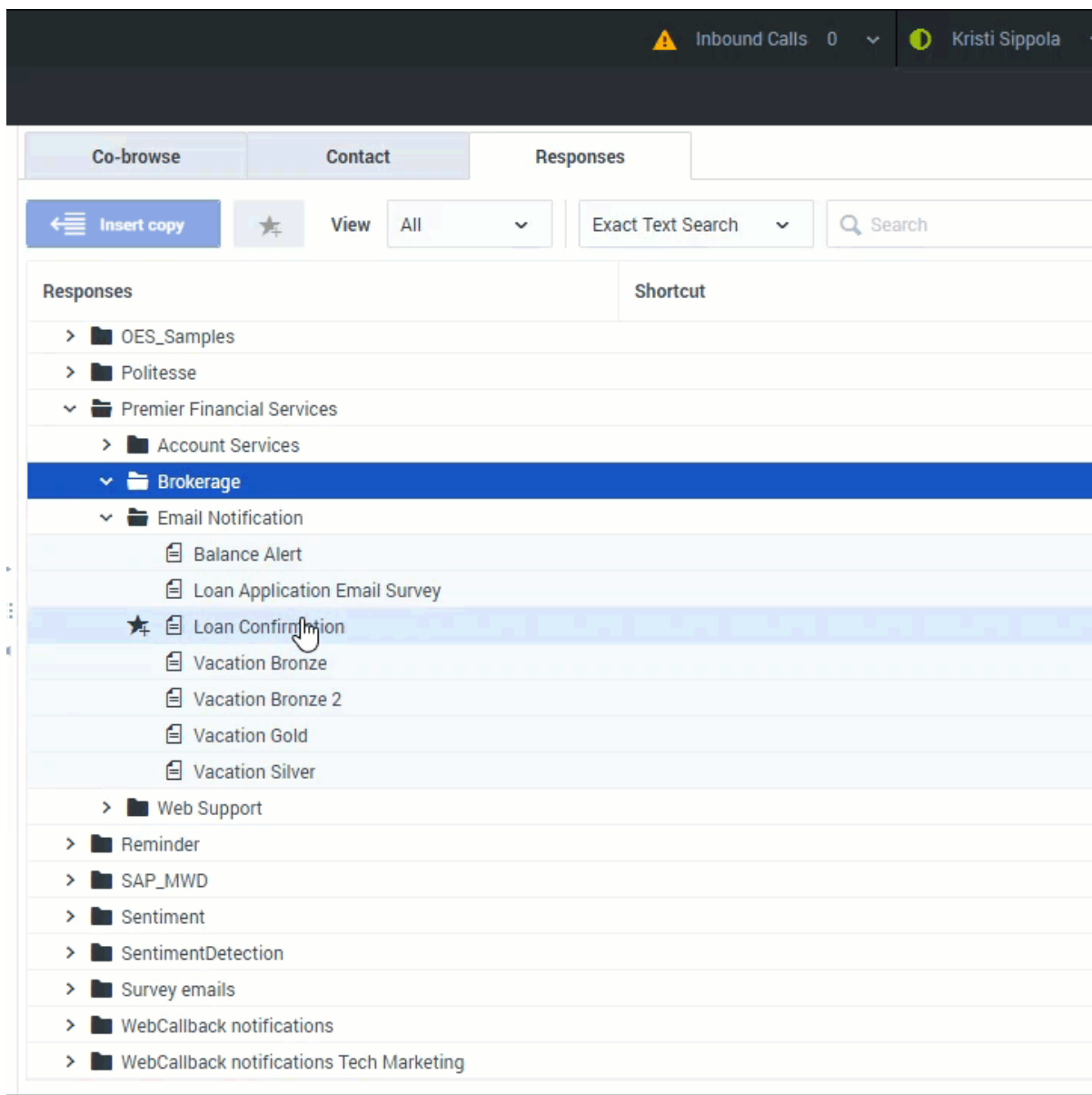
## How do I add or remove favorites?

### Adding a Favorite

Workspace Agent Desktop might be set up to let you mark (add) and unmark (remove) standard responses as favorites. This feature makes it easy for you to find the responses that you use most often.

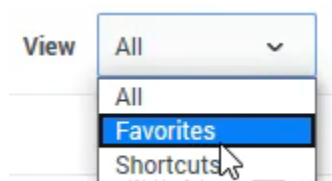
There are two ways to mark a response as a favorite.

1. In the **Responses** tab, find the response, select it, and then at the top of the tab, click **Add** ().
2. In the **Responses** tab, find the response, and then to the left of the response name, click **Add** (.



## Favorites Filter


You can filter the **Responses** tab to show only those responses that you have marked as a favorite. In the **View** menu, select **Favorites** to see only your favorites or select **All** to see all responses.

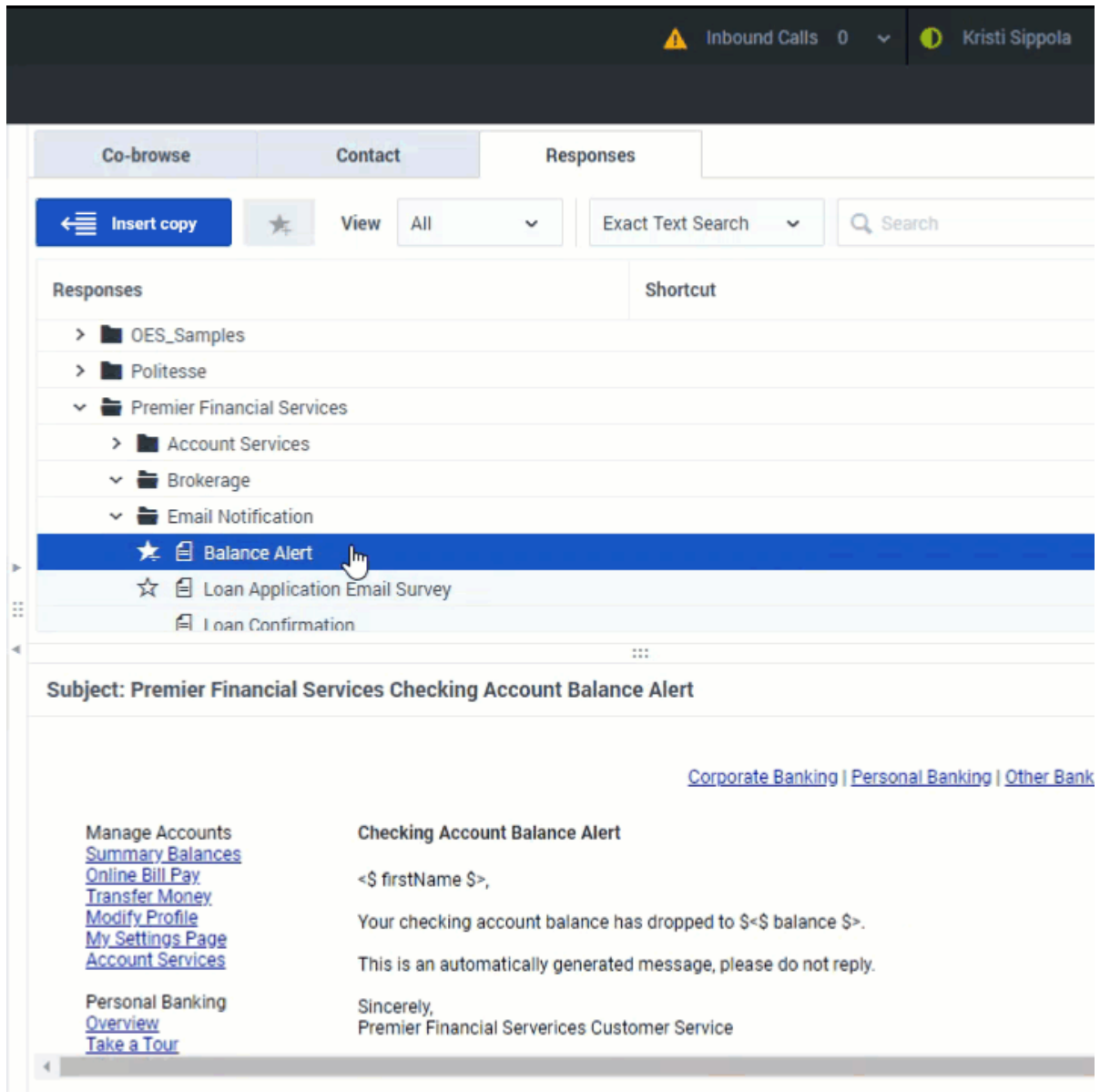



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## Removing a Favorite

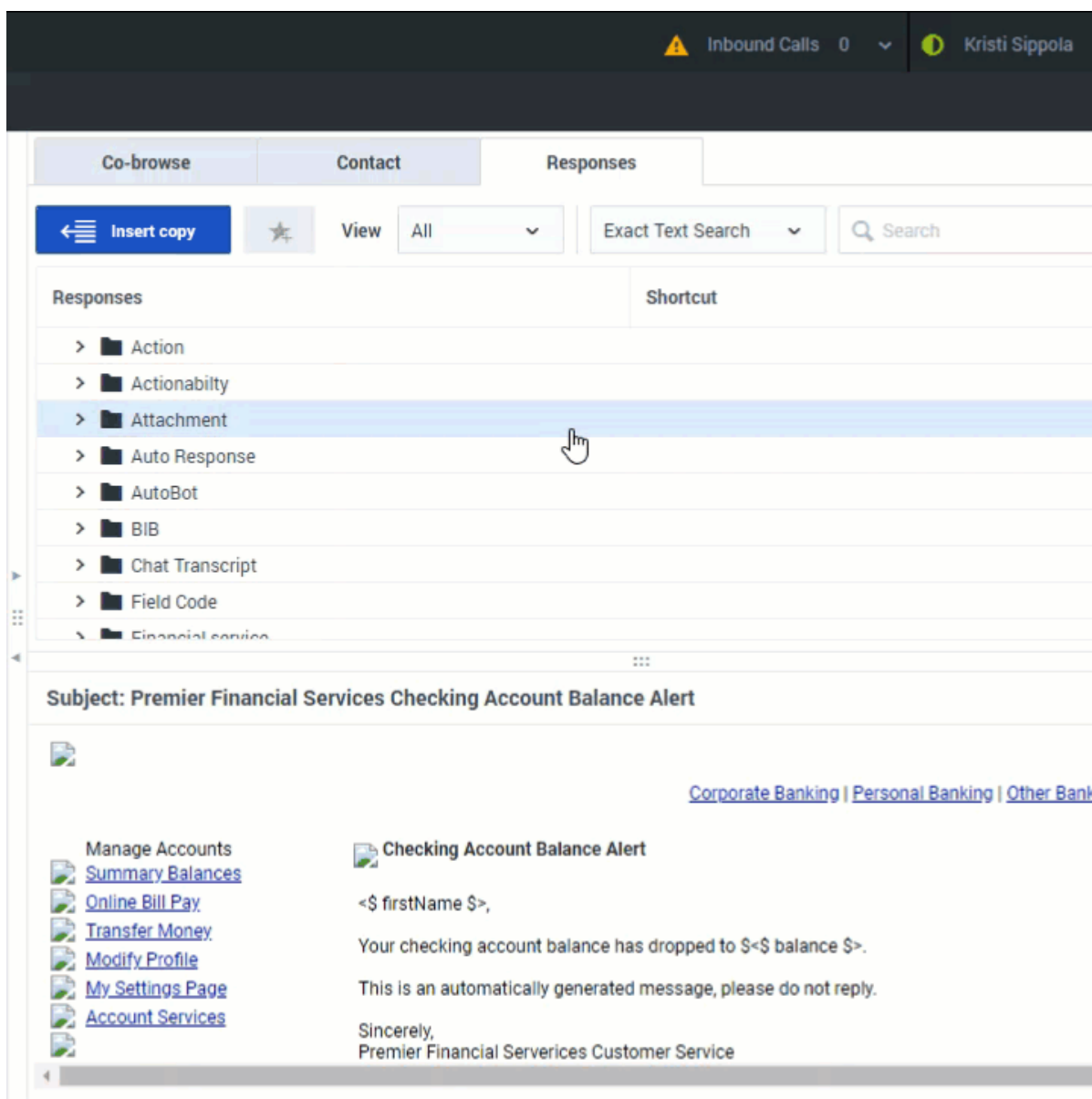
There are two ways to unmark a favorite response.

1. In the **Responses** tab, find the response marked as a favorite, then to the left of the response name, click **Remove** (  ).



2. In the **Responses** tab, open the **View** menu and select **Favorites**. The view will change to show only those responses you have marked as favorites. Select the favorite that you want to unmark, then at the top of the tab, click **Remove** (  ).





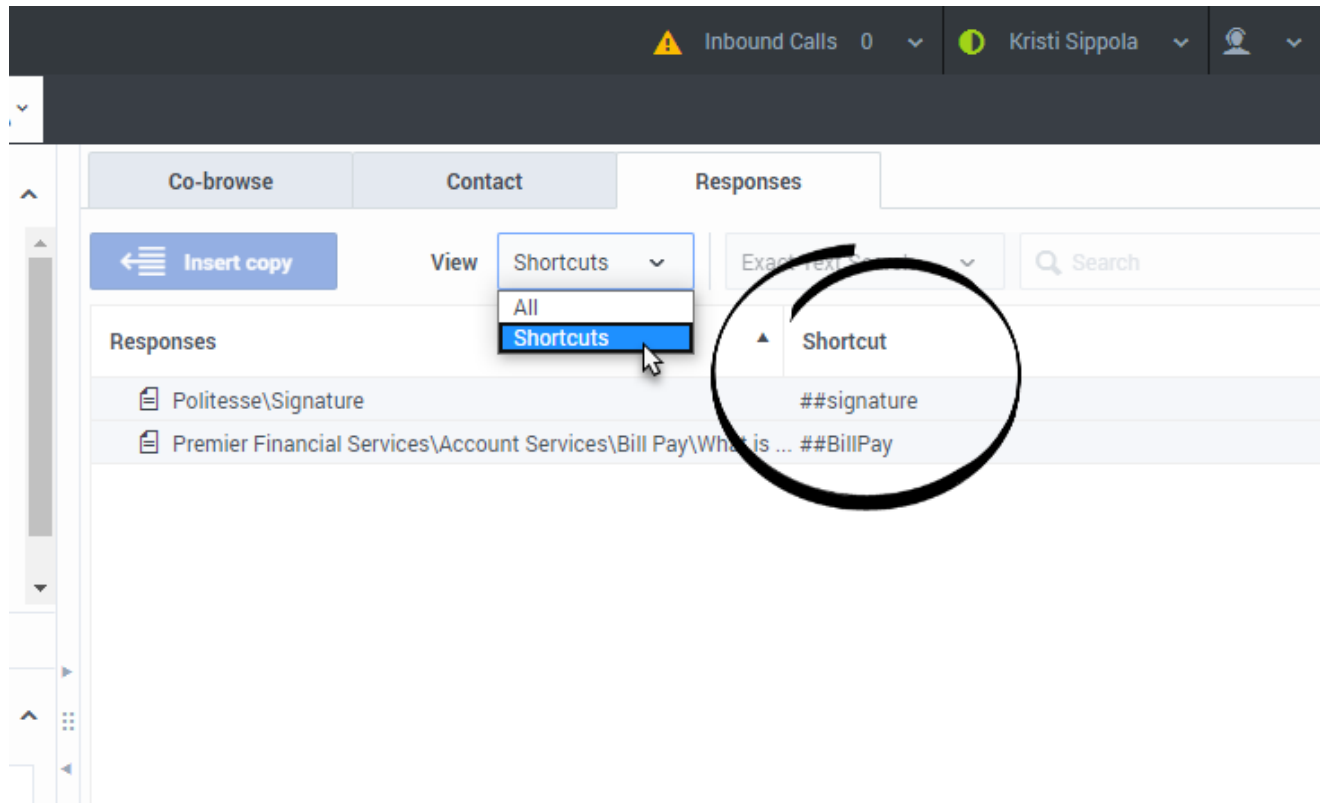
## How do I use Standard Response Shortcuts?

[Link to video](#)

Your administrator might have created shortcuts that you can use to quickly find responses from the list of Standard Responses in the **Responses** view. If you already know the shortcut keyword, you can type it in the message field of a chat or email to automatically insert a response.

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Shortcuts begin with a prefix, such as "#", followed by a keyword, such as "signature". In this example the shortcut you would type in the message field would be "#signature" then press **Ctrl+Space** to insert the standard response in place of the shortcut.



Ask your supervisor or administrator whether shortcuts have been created for you and what they are.

The body of the standard response is added to the interaction for confirmation before you send it to your contact. You can modify the contents of a standard response after inserting it, but not after you send it.

If your company uses shortcuts, when you open the **Responses** tab you will see a **Shortcut** column next to the **Responses** column. Each response that has a shortcut will have the full shortcut displayed in the shortcut column next to the name of the response.

If it is available in your environment, use the **View** drop-down menu to toggle the view between all responses and only those responses with shortcuts.

## Using Suggested Responses

The screenshot shows the Workspace Agent Desktop interface. On the left, there's a sidebar with 'Case Information' and 'Suggested Responses'. The main area displays a list of suggested responses with columns for 'Relevance' and 'Parent Category'. The 'Wrong amount' response is highlighted in blue. A blue 'Insert copy' button is visible above the list. The email composition area on the right shows the 'From' field set to 'Contact Center', 'To' as 'suggest@resp.on.se', and 'Subject' as 'Re: 11/02 - 15.05 sugg:flat test'. The body of the email contains the text: 'Dear <\$ Contact.FirstName+""+Contact.LastName \$>. We do not agree that the transaction amount is incorrect. The initial charge was made in EU and we therefore added a 1% currency exchange fee'.

If the Suggested Responses feature is enabled in your environment, Workspace Agent Desktop uses Artificial Intelligence (AI) to evaluate interactions that you are handling. It looks for keywords and other content to find the most relevant responses from which you can choose the best one to insert into an email, chat, and so on.

Workspace Agent Desktop assigns a relevance level as a percentage to each response. You can read the relevance level in the **Relevance** column. Click the **Relevance** column head to sort the responses by relevance. Relevance is an estimation of how likely the response is to match the content of the contact's interaction.

Click the **Responses** column to sort the responses by name.

Click the **Parent Category** column to sort the responses by the category of the response.

To insert a response into the body of an outgoing email or chat message, select a response then click **Insert copy**.

To see more suggested responses, scroll to the bottom of the list. Workspace uses lazy loading instead of pages to display suggested responses.

## What next?

- Calls
- Chat
- Email
- Navigating Agent Desktop

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## Top 5 topics

1. Getting Started
2. Navigating Agent Desktop
3. Calls
4. Contacts
5. Contact and interaction history