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# Manage your Contact Center in Agent Setup

Standard responses



- Administrator

Enable standard responses for agents.

### Related documentation:

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### Important

Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

## Standard Response Library

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Enable Standard Response Library

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Standard Response Library - Can do Quick Search

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Standard Responses Categories Filter

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In the **Standard Response Library** section, you can enable or disable the Standard Response Library and the ability to Quick Search within the library. You can also apply a filter to specify what response categories are available to the agent in Agent Desktop.

### Important

When using Workspace Web Edition 8.5 (Agent Setup v2), the **Enable Standard Response Library** option default value is `true`. When using Workspace Web Edition 9.0 (AS v3) the **Enable Standard Response Library** option default value is `false`.

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Search options...

## Standard Response

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### Standard Response Items

<input type="text" value="Enter Display Name"/>	<input type="text" value="Enter Value"/>	<input type="button" value="Add"/>
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### Standard Response Shortcuts

<input type="text" value="Enter Display Name"/>	<input type="text" value="Enter Value"/>	<input type="button" value="Add"/>
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Use Shortcuts filter

Shortcuts Prefix

Enable favorite standard-response

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In the **Standard Response** section, you can specify custom field codes, such as agent nicknames, roles, departments, and email signatures. You can format custom field codes to represent agent attributes using `Agent.`, or any custom attribute by dropping the agent modifier and using `.`. Enter a **Display Name** and the corresponding **Value** for each field code.

Other options include:

- **Standard Response Shortcuts** — This template option can be cloned to specify the association between a keyword and a standard response defined in Knowledge Manager. An agent can type the keyword in a text media view and press CTRL + SPACE to have it automatically replaced by the rendered text of the associated standard response.
- **Use Shortcuts filter** — Enables an agent to filter Standard Responses in the Standard Responses tree view to show only those with shortcuts.
- **Shortcuts prefix** — Specifies a prefix to identify a keyword associated to a standard response.
- **Enable favorite standard-response** — Enables agents to use favorites for standard responses.