eServices Manager Administrator's Guide

Standard Responses

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- Administrator

Default responses, known as *standard responses,* enable you to send welcoming, helpful answers to frequently-submitted queries from customers.

Related documentation:
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Contents

This page provides a high-level overview of the steps to create Standard Responses and set them up for use.

Plan and build your Category Tree structure

A Category Tree provides the framework for organizing your Standard Responses.

Plan and build a Category Tree

Create your Standard Responses

Create the Standard Responses and set properties.

Create a Standard Response

Create Field Codes

Create Field Codes and then add them to the Standard Responses. Field Codes enable you to personalize your Standard Responses.

Field Codes

Manage Standard Responses

You can cut, copy, paste, and delete Standard Responses and other eServices Manager objects.

Managing and working with objects