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# eServices Manager Administrator's Guide

Standard Responses

7/27/2024



- 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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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

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## Create your Standard Responses

Create the Standard Responses and set properties.

Create a Standard Response

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## 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

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## Manage Standard Responses

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

Managing and working with objects

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