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# Designer User's Guide

Automated Message Block

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- Administrator

Use the **Automated Message** block to create and send an email to a customer.

### Related documentation:

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## Using this block

You can use the **Automated Message** block to create and send an email to a customer. For example, when a customer sends an email to your contact center, you could use this block to send the customer a confirmation message that their email was received.

A few things to note:

- This block can only be used in a **Digital** type application to send an **email** message.
- The application must be associated with a mail box or an Open Media endpoint.
- Before you can select a message to use with this block, you must associate a **Digital Resources** collection with this application in the Application Settings.

## Message tab

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## Properties - Automated Message



This block is used to create an email.



**Messages**

Message Settings

Results

Specify From address

varFromAddress

Additional (optional) To addresses  
(comma separated list)



email1@asdf.zz,email2@fdsa.aa

Additional (optional) Cc addresses  
(comma separated list)



varCcAddresses

Select a Message

Welcome



### Specify From Address

Select the variable that contains the email address to be displayed as the **From** address.

### Additional To and Cc Addresses

This setting is optional. You can choose to specify any additional **To** and **Cc** recipient email addresses, using variables or comma-separated lists.

### Select a Message

Use the picker to browse the **Digital Resources** collection that is associated with this application and select the standard message you want to use.

### Important

Custom messages are not supported. You must select one of the standard response messages from the **Digital Resources** collection.

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## Message Settings tab

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### Properties - Automated Message



This block is used to create an email.



Messages    **Message Settings**    Results

Provide values to substitute to message field codes.

+ Add Field Code

#		Type	Value	Delete
1	Key	Variable	varFieldCodeKey	
	Value	<ul style="list-style-type: none"><li>Literal</li><li>Literal</li><li><b>Variable</b></li><li>Call Data</li></ul>	Sales	

(Optional) If you are using field codes, you can specify them here.

## Results tab

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## Properties - Automated Message



This block is used to create an email.



Messages



Message Settings



**Results**

Store the outcome of the Email operation in this variable

varAutoMsgResult



The format of the outcome variable will be an object with the contents:

- `<var>.success = true | false`
- `<var>.error = 'Timeout'` (optional property)

Specify the variable that will store the results of the email operation.