# GENESYS™

# 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

**Properties - Automated Message**



This block is used to create an email.

**✉ Messages**     **▤ Message Settings**     **▤ Results**

Specify From address                           varFromAddress ⌄

Additional (optional) To addresses      ☐     email1@asdf.zz,email2@fdsa.aa
(comma separated list)

Additional (optional) Cc addresses      ☑     varCcAddresses ⌄
(comma separated list)

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.

# Message Settings tab

**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 | Literal | Sales | |
| | | Literal | | |
| | | **Variable** | | |
| | | Call Data | | |

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

# Results tab

## Properties - Automated Message

This block is used to create an email.

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✉ 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.