



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Designer User's Guide

Automated Message Block

7/26/2024

---

## Contents

- 1 Using this block
- 2 Message tab
  - 2.1 Specify From Address
  - 2.2 Additional To and Cc Addresses
  - 2.3 Select a Message
- 3 Message Settings tab
- 4 Results tab



- Administrator

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

### Related documentation:

- 

## 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  
(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.

---

## 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	<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

---

## 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.