Designer User's Guide

Chat Custom Message Block

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  - Administrator

Use this block to send a custom chat message to a contact.

Related documentation:
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You can use the **Chat Custom Message** block to send a custom chat message to a contact. You can create a message using plain text, or specify a variable that contains the message you want to send.

> ### Important
>
> The **Chat Custom Message** block does not support Standard Responses or Field Codes. It also cannot be used as a busy treatment. This block is only supported for Designer deployments that are using *legacy* chat services (i.e. Chat Version 8.x). If you are not sure if this applies to your deployment, contact your Genesys representative.

Custom Messages tab

Use the **Custom Messages** tab to add and manage chat messages.

Nick Name (optional) is the name that chat contacts will see as being the sender of the custom chat message. You can enter a name, select a variable, or leave this field blank.

Click **Add Message** to enter the value of the message. If you want to specify the value with a variable, select **Var** and choose the appropriate variable.

Properties - Chat Custom Message

This block is used to send a custom message to the caller.

💬 Custom Messages

Nick Name ☐ [   ]

Specify custom messages to be sent

[+ Add Message]

Var?	Value	Actions
☐	Thank you for waiting. A representative will be with you shortly.	↑ ↓ 🗑