GENESYS™

Designer User's Guide

Chat Message Block

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- Administrator

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

Related documentation:

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You can use the **Chat Message** block to send a chat message to a contact. You can create a custom plain text message, or use one of the standard responses.

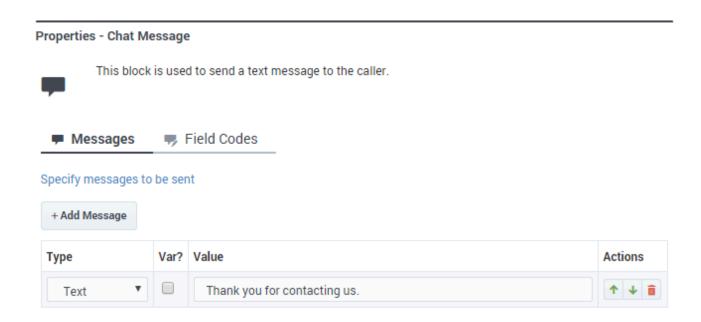This block can also be used as a busy treatment.

Messages tab

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

Select **Text** if you are writing a custom text message. Enter the message in the **Value** field.

If you want to specify the value with a variable, select **Var** and choose the appropriate variable.

Select **Message** if you want to use a standard response. Click the "picker" icon to open the Chat Resource Set and select the message you want to use.

Properties - Chat Message

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

Messages   Field Codes

Specify messages to be sent

+ Add Message

Type	Var?	Value	Actions
Text ▼	☐	Thank you for contacting us.	↑ ↓ 🗑

Field Codes tab

(Optional) If you are using standard responses, you can use the **Field Codes** tab to specify the field codes being used.