



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

Chat Message Block

Contents

- 1 [Messages tab](#)
- 2 [Field Codes tab](#)



- Administrator

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

Related documentation:

-

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	<input type="checkbox"/>	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.