

GENESYS

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Designer User's Guide

Send SMS block

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The **Send SMS** block lets you send an SMS (Short Message Service) message to a customer. To use this block, your site must be enabled for Digital Channels. For more information, contact your Genesys representative.

Related documentation:

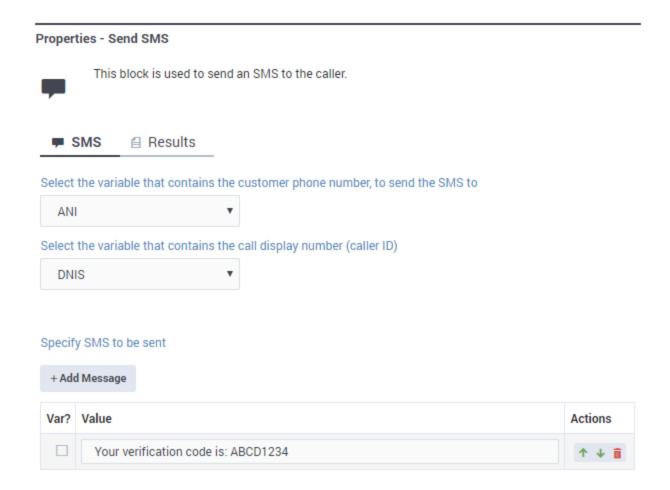
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SMS tab

Use the settings on this tab to specify the variables that hold the values for the customer's phone number (i.e. ANI) and the call display number, or caller ID (i.e. DNIS).

Click **Add Message** to specify the SMS to be sent to the customer (or the variable that contains the message).

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Results tab

Use the settings on this tab to specify the variables that will hold the results of the **Send SMS** block.

This block is used to send an SMS to the caller. SMS Results This variable will be set to true if the sms block was successfully executed, and false otherwise smsResult This variable will contain the error (if any, in case sms message block encountered an error) smsError

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