GENESYS™

Designer User's Guide

Send SMS block

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Contents

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:
  •

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).

Properties - Send SMS

This block is used to send an SMS to the caller.

🗩 **SMS**   🗐 Results

Select the variable that contains the customer phone number, to send the SMS to

| ANI | ▼ |

Select the variable that contains the call display number (caller ID)

| DNIS | ▼ |

Specify SMS to be sent

+ Add Message

Var?	Value	Actions
☐	Your verification code is: ABCD1234	↑ ↓ 🗑

Results tab

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

Properties - Send SMS

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 | ▾ |