Digital Channels Administrator's Guide

Set up SMS

6/5/2026

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- Administrator

Learn how to integrate Short Message Service (SMS) into Genesys Multicloud CX.

Related documentation:
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Contents

Genesys Digital Channels enables you to integrate Short Message Service (SMS) into Genesys Multicloud CX so that agents can exchange text messages with customers.

After you complete the steps on this page, you can treat SMS communications like any other Genesys interaction. For example, you can send messages to the best-skilled agent using a Designer application or use CX Contact to send SMS alerts to your customers. Reporting is also available through Genesys CX Insights.

Configure an SMS number

Set up your SMS number in Genesys.

- To set up your SMS number, contact your Genesys representative.

Enable Digital Shared Services

Enable service channels in Agent Setup. SMS is considered as a part of Chat settings. Later when you create a Designer application to route SMS interactions, it pulls the data from these channels.

- To create service channels, contact your Genesys representative.

Configure Agent Workspace

Go through the normal process to configure any necessary desktop options for the agents in your contact center. Pay special attention to Chat as these settings apply to SMS.

- Agent Setup documentation
- Chat

Create a Designer application

Create a Designer application to route SMS interactions to the right agents. **Note:** The service channel you created previously is listed under **Manage Digital Endpoint** in Designer.

- Create a Designer application

Related documentation

See how users handle SMS interactions in Agent Workspace.

See how CX Contact can handle SMS campaigns for notifications and alerts.

- SMS Chat
- About CX Contact