

GENESYS

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Digital Channels Administrator's Guide

Manage SMS Keywords

Contents

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Learn how to manage SMS keywords to send responses to inbound SMS received

Related documentation:

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Access Keywords from the Admin menu.

Error creating thumbnail: Unable to save thumbnail to destination There are four pre-configured keyword groups to help creating keyword groups:

- help
- · opt out
- · opt in
- catch all This keyword is used to respond when none of the keyword groups match the incoming message.

Create or edit a keyword group

Error creating thumbnail: Unable to save thumbnail to destination
To add a new keyword group, click **Add Keyword Group**. When you create a new keyword group, the **New Keyword Group** view opens on the right side of the page.

Provide the following information

- Name to identify the keyword group
- Define the match criteria (Text or Regex):
 - Click Add new match
 - If you want to match on a pre-defined keyword, choose *text* as the match type and enter the keyword in the **Value** pop-up.
 - If you want to match on a regular expression (regex), choose *Regex* as the match type and enter the expression in the **Value** pop-up.

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• **Reply Message (MT)** - Configure the message that will be sent if the incoming message matches the rules.

Copy an existing keyword group

and modify it to Error You can copy an existing keyword group with the **Copy** button

suit your needs.

creating thumbnail:

Delete a keyword group

Search for a keyword group

to

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To delete a keyword group, just click the delete icon

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To search for a keyword group, use the search box above the table at the results filter automatically based on the text you enter in the search box.

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