

GENESYS

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Digital Channels Administrator's Guide

Manage SMS Keywords

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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.

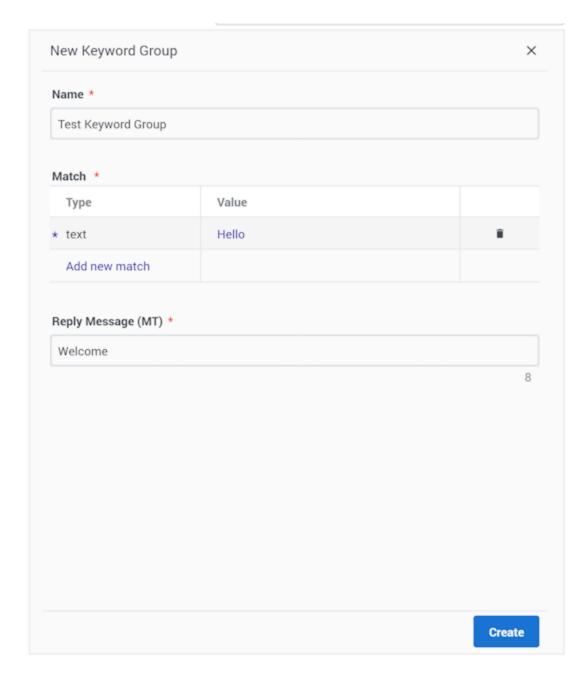
Keyword Groups (MO)

+ Add Keyword Group		Q Search	Q Search	
Name	Match	Reply Message (MT)		
★ help	could you clarify?, can you help?, please, help me	help is coming, please stand by	/ □ ×	
★ opt out	stop sending messages, do not send messages anymore	no more messages will be sent, sorry for bothering you	∕ © ×	
★ opt in	Cluster options will be applied	Cluster options will be applied	/ □ ×	
★ catch all		agent will join soon	/ □ ×	
special customer	i have a special customer card, special card, \d{3,3}_\d{3,3}_3,	ok, opening access to special customer menu	/ □ ■	
tariff change	change tariff	sending tariff plans	/ □ ■	
credit card	\d{4,4}-\d{4,4}-\d{4,4}	credit card data will be masked in logs	/ □ ■	

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



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.



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

Copy an existing keyword group

You can copy an existing keyword group with the **Copy** button \Box and modify it to suit your needs.

Delete a keyword group

To delete a keyword group, just click the delete icon ■.

Search for a keyword group

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