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Widgets Developer's Guide

Rich Media

2/20/2026

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- Developer

WebChat can display rich messages, which enable a more interactive digital experience with your customers. Quick replies help your customers quickly respond without having to type.

Related documentation:

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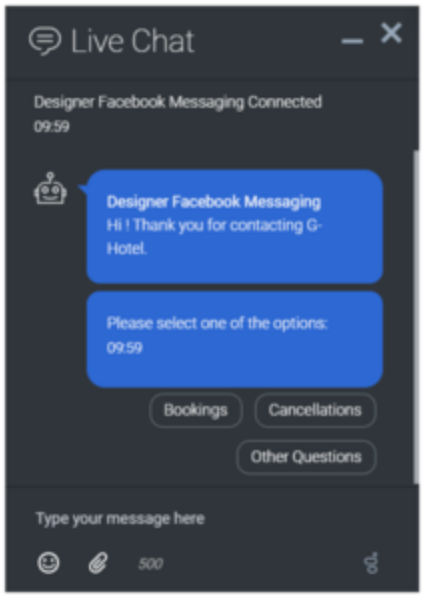
Quick Replies

> **Important**
> Quick Replies in Genesys Multicloud CX are only supported in bots. Agents cannot currently use them.

The WebChat Widget displays the **DTMF Key** prompts as *quick reply* buttons. Quick Replies offer the customer a choice of responses to the last chatbot message in the transcript. Tapping or clicking one of these Quick Replies posts that reply to the bot as a text message, which saves the customer from having to type a response manually.

Quick Replies are flexible. A chatbot can provide context-sensitive replies that aid in making a selection. Examples include polite responses (such as *OK*, *No*, *thank you,* or *Booking* or *Cancel)*, numeric responses, or the ability to choose a set of preset time slots. For more information, refer to Menu Block in the Designer User's Guide.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Designer Facebook Messaging
Hi ! Thank you for contacting G-Hotel.
Please select one of the options:
09:59
Bookings
Cancellations
Other Questions
Type your message here
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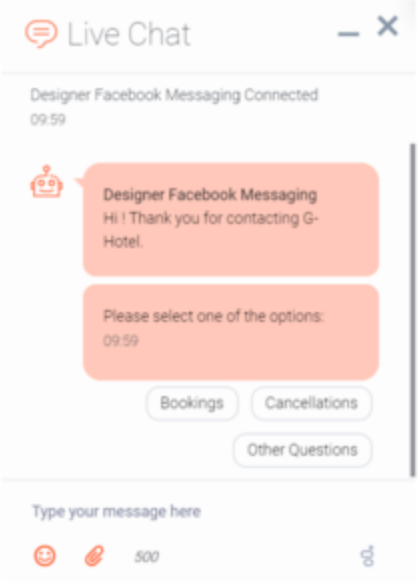
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