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Widgets Developer's Guide

Rich Media

8/8/2025

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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.

