

GENESYS

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Genesys Designer Help

Chat Message Block

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You can use the **Chat Message** block to send a chat message to a contact. You can create a custom plain text message, or use one of the standard responses.

This block can also be used as a busy treatment.

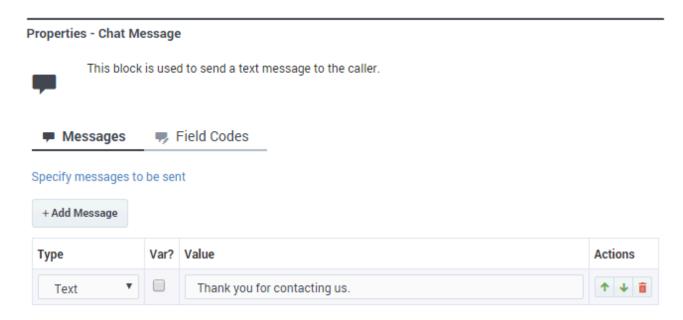
Messages tab

Use the **Messages** tab to add and manage chat messages.

Select **Text** if you are writing a custom text message. Enter the message in the **Value** field.

If you want to specify the value with a variable, select **Var** and choose the appropriate variable.

Select **Message** if you want to use a standard response. Click the "picker" icon to open the Chat Resource Set and select the message you want to use.



Field Codes tab

(Optional) If you are using standard responses, you can use the **Field Codes** tab to specify the field codes being used.