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# Genesys Designer Help

Chat Custom Message Block

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You can use the **Chat Custom Message** block to send a custom chat message to a contact. You can create a message using plain text, or specify a variable that contains the message you want to send.

## Important

The **Chat Custom Message** block does not support Standard Responses or Field Codes. It also can't be used as a busy treatment.

## Custom Messages tab

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

**Nick Name** (optional) is the name that chat contacts will see as being the sender of the custom chat message. You can enter a name, select a variable, or leave this field blank.

Click **Add Message** to enter the value of the message. If you want to specify the value with a variable, select **Var** and choose the appropriate variable.

### Properties - Chat Custom Message



This block is used to send a custom message to the caller.

#### Custom Messages

Nick Name ☐

Specify custom messages to be sent

+ Add Message

Var?	Value	Actions
<input type="checkbox"/>	Thank you for waiting. A representative will be with you shortly.	