# GENESYS™

# Genesys Knowledge Management User Guide

Standard Responses for SMS Gateways

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# Standard Responses for SMS Gateways

Standard Responses can be used to carry the body of a Short Message Service (SMS) message that E-mail Server sends using an SMS gateway. To accomplish this you must use a routing strategy that includes a `CreateSMS` object and specifies certain attached data. For details on this strategy configuration see the "Multimedia Objects" section of the "Interaction Routing Designer Objects" chapter of the Universal Routing 8.1 Reference Manual.

The form of the special standard response differs according to the requirements of the gateway that you are using. This section provides examples of standard responses that can be used with three available gateways.

## Clickatell

For the Clickatell gateway, create a standard response with the following as its body:

```
api_id:1234

user:Name

password:Secret

from: <$AttachedData("OrigSMSNumber")$>

to: <$AttachedData("DestSMSNumber")$>

text: <$AttachedData("SMSText")$>
```

Where:

- 1234 should be replaced with the api_id that you received upon registering for the service.
- Name should be replaced with the user name that you created when registering for the service.
- Secret should be replaced with the password that you created when registering for the service.
- The user data "OrigSMSNumber" contains the number of the originating SMS device.
- The user data "DestSMSNumber" contains the number of the recipient SMS device.
- The user data "SMSText" contains the text of the SMS to send (limited to 160 characters).

You can add other available parameters to the body. For information about what parameters are available for this gateway, do as follows:

1. Go to http://www.clickatell.com/.
2. Select Developers, then SMTP.

## SMS Gateway for Mdaemon and sms2email.com

For the SMS Gateway for Mdaemon or the sms2email.com gateway, create a standard response with the following as its body:

`<$AttachedData("SMSText")$>`

Where the user data "SMSText" contains the text of the SMS to send (limited to 160 characters).

For more detailed information on Mdaemon:

1. Go to `http://www.achab.com/`.
2. Click `SMS Gateway for MDaemon`, then `Features -Outbound SMS`.

For more detailed information on sms2email.com:

1. Go to `http://www.sms2email.com/`.
2. Click `Developer Info`, then `Email to SMS Gateway`, then `how-to guide`.