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Widgets Reference

[SendMessage](#)

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SendMessage

 Send Message 

First Name

Required

Last Name

Required


Email

Required


Subject

Required

Type your message here...

 **Attach files**

Send

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- [Configuration](#)

- [Localization](#)
- [API Commands](#)
- [API Events](#)

Overview

The SendMessage Widget provides a form for sending a message directly to customer service. Like an email, you can write a subject, body, and attach files. After sending your message an agent will respond back to the email provided.

Usage

SendMessage can be launched manually by the following methods:

- Calling the [command](#) "SendMessage.open"
- Configuring [ChannelSelector](#) to show SendMessage as a channel
- Enabling the built-in SendMessage launcher button that appears on the right side of the screen
- Create your own custom button or link to open SendMessage (using the "SendMessage.open" command)

Deployment Notes

SendMessage Service Configuration in GMS

In order to configure your SendMessage service in GMS, please follow these [instructions](#).

Customization

All text shown in the SendMessage Widget is fully customizable and [localizable](#) by adding entries into your [configuration](#) and [localization](#) options.

SendMessage supports themes. You may create and register your own themes for Genesys Widgets.

Namespace

Send Message plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
Configuration	sendmessage
i18n - Localization	sendmessage
CXBus - API Commands & API Events	SendMessage
CSS	.cx-send-message

Mobile Support

SendMessage supports both desktop and mobile devices. Like all Genesys Widgets, there are two main modes: Desktop & Mobile. Desktop is employed for monitors, laptops, and tablets. Mobile is employed for smartphones. When a smartphone is detected, SendMessage switches to special fullscreen templates that are optimized for both portrait and landscape orientations.

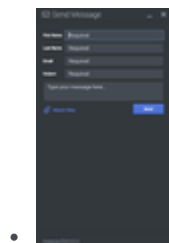
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

Screenshots

"Dark" Theme

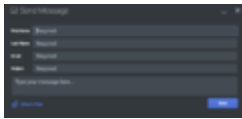


Desktop docked view



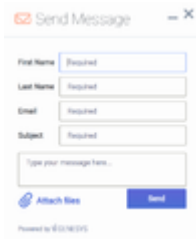
Mobile fullscreen view in portrait orientation

SendMessage



Mobile fullscreen view in
landscape orientation

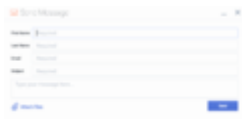
"Light" Theme



Desktop docked view



Mobile fullscreen view in portrait
orientation



Mobile fullscreen view in
landscape orientation