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Workspace Desktop Edition Deployment Guide

SMS and MMS

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[**Modified:** 8.5.110.13, 8.5.115.17, 8.5.122.08, 8.5.132.05]

There are three media types that you can configure in the Configuration Server Manager Media Type business attribute. You can set the following media types:

- **sms:** Use this media type to enable page mode (single message inbound and reply).
- **smssession:** Use this media type to enable session mode (multiple message "chat"-like session).
- **mms:** Use this media type to enable the attachment of images as Multimedia Message Service (MMS) to an SMS interaction. MMS is a separate media channel that appears as part of the SMS channel in the agent interface. [**Added:** 8.5.110.13]

In page mode, messages are handled individually. A contact sends a message, the agent handles the message (replies or forwards it), and the SMS interaction view is closed.

In session mode, a keyword is sent by the contact that indicates that the SMS is to be part of a chat-like session. Multiple SMS messages are exchanged between an agent and a contact in a single interface. In addition to the keyword, session mode also functions when the SMS is sent to a specific, pre-configured inbound phone number.

In MMS mode [**Added:** 8.5.110.13], an image is sent by a contact as an inbound MMS in page mode. Images are displayed in the transcript as thumbnails. To view the images full size, an agent must click the thumbnail. The image opens in the application that is configured as the Windows default for that media type. The following MIME-types are supported for MMS:

- Bitmap (image/bmp)
- GIF (image/gif)
- JPEG (image/jpeg)
- Portable Network Graphics (image/png)
- TIFF (image/tiff)
- ICO (image/vnd.microsoft.icon)

Warning

When MMS interactions are selected in the Contact History view of an interaction window, the full-sized MMS image is loaded when the MMS message is selected.

Workspace employs the following privileges for all SMS and MMS interactions:

- **SMS - Can Use SMS:** Enables access to the SMS channel.
- **SMS - Can Decline SMS:** Enables the agent to decline an SMS interaction.

- SMS - Can One Step Transfer: Enables the agent to transfer an SMS interaction.
- SMS - Can Set Interaction Disposition: Enables the agent to set a disposition for an SMS interaction.
- SMS - Can Create SMS: Enables the agent to create a new SMS interaction.
- SMS - Can Save Attached File: Enables the agent to save an MMS [**Added:** 8.5.110.13]

Refer to **Spelling tab** for information about configuring spelling check.

You use the following options in the interaction-workspace section to configure the channel to handle SMS interactions:

- sms.simple-transcript: Specifies whether the SMS transcript is displayed as simple lines of text or as colored blocks of text. [**Added:** 8.5.122.08]
- openmedia.bundle.sms: Specifies the list of media-types (SMS page mode, SMS Session mode, and MMS) that are used to implement the SMS channel. [**Modified:** 8.5.110.13]
- login.sms.can-unactivate-channel: Specifies whether the agent can select and unselect (activate and deactivate) the SMS channel.
- login.sms.is-auto-ready: Specifies whether the SMS channel is automatically in the ready state at login.
- sms.ringing-bell: Specifies the path to the sound file that is played when an sms message is received.

You can use the following intercommunication options in the interaction-workspace section to configure the routing of SMS interactions:

- intercommunication.sms.routing-based-targets: Specifies the list of targets that are contacted through the Routing Base feature mechanism for the requests that are defined in the option intercommunication.sms.routing-based-actions.
- intercommunication.sms.routing-based-actions: Specifies the list of routing-based actions that an agent may perform.
- intercommunication.sms.queue: Specifies the name of the queue that is used by the Routing Base feature.
- sms.transcript-enable-history-filters: Specifies that the value specified for the contact.history.filters-<attribute> option is used to filter the history-based part of the SMS transcript. Keys and values of the option are constructed like those of the contact.history.filters-<attribute> option. You can add these options to a routing strategy. [**Added:** 8.5.132.05]

You can use the following options in the interaction-workspace section to configure SMS interactions:

- sms.max-message-number: Specifies the maximum number of SMS that are considered to be part of a single message.
- sms.agent.text-color: Specifies the color of the text of the messages that are entered by an agent in the SMS interaction view.
- sms.agent.prompt-color: Specifies the color of the prompt for the messages that are entered by an agent in the SMS interaction view.
- sms.other-agent.text-color: Specifies the color of the text entered by another agent in the SMS interaction view.
- sms.other-agent.prompt-color: Specifies the color of the prompt for the messages that are entered by the target agent in the SMS interaction view.

- `sms.client.text-color`: Specifies the color of the text received by a contact in the SMS interaction view.
- `sms.client.prompt-color`: Specifies the color of the prompt for the messages entered by a contact in the SMS interaction view.
- `sms.time-stamp`: Specifies whether the time stamp is displayed in the SMS transcript area.
- `sms.auto-answer`: Specifies whether an SMS interaction is accepted automatically when an Interaction Server Invite event is received. This option can be **overridden by a routing strategy**. You can also configure auto-answer to display a timer that enables an agent to view case information before the interaction is automatically answered by using the `sms.auto-answer.timer` and `sms.auto-answer.enable-reject` options (**Added:** 8.5.105.12).
- `sms.default-queue`: Specifies the Interaction Queue to which a new or reply outbound SMS is submitted.
- `sms.outbound-queue`: Specifies the Interaction Queue to which outbound SMS are moved when an agent clicks Send. This option is used only when the Interaction Workflow does not specify the Queue for New Interactions when Inbound SMS are being routed to an agent.
- `sms.from-numbers-business-attribute`: Specifies the business attributes that contain the attribute values that are used as an enumerated value for the From number of an SMS interaction.
- `sms.transcript-time-frame`: Specifies the range of time in which to search for previous interactions by the same contact.
- `sms.subject-max-chars`: Specifies the maximum number of characters from an SMS message that are used to create the message subject if the SMS does not contain a subject.
- `sms.reconnect-attempts`: Defines the number of attempts to reconnect to the sms session. This applies to environments that implement SMS High Availability (HA) but also to simple environments if network disconnection occurs during an sms session. For more details see **DMS High Availability configuration**. [**Added:** 8.5.153.05]
- `sms.reconnect-timeout`: Defines the interval between each attempt to reconnect to the sms session. This applies to environments that implement SMS High Availability (HA) but also to simple environments if network disconnection occurs during an sms session. For more details see **DMS High Availability configuration**. [**Added:** 8.5.153.05]

Provisioning the SMS Channel

[**Modified:** 8.5.110.13, 8.5.115.17]

Procedure

Enabling an agent to use SMS to exchange SMS with a contact

Purpose:

To enable an agent to use the SMS channel to exchange SMS with a contact that is stored in **Universal Contact Server** (UCS) and to receive MMS.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View, or Genesys Administrator Extension.

- A working knowledge of Genesys Administrator Extension.
- A Workspace Application object exists in the Configuration Database.
- Workspace has a connection to **Universal Contact Server** and Interaction Server.
- The Procedure: **Enabling agents to manage contacts**.

Start

1. Allow the SMS privileges (see **SMS Access Privileges**) for the role to which the agent is assigned (refer to the Procedure: **Creating a Role and allowing a Workspace privilege and assigning a Role to an agent or agent group**).
 - SMS - Can Use SMS: Enables access to the SMS channel.
 - SMS - Can Decline Chat: Enables the agent to decline an SMS interaction.
 - SMS - Can One Step Transfer: Enables the agent to transfer an SMS interaction.
 - SMS - Can Set Interaction Disposition: Enables the agent to set a disposition for an SMS interaction.
 - SMS - Can Create SMS: Enables the agent to create a new SMS interaction.
 - SMS - Can Save Attached File: Enables the agent to save an MMS [**Added:** 8.5.110.13]
2. Configure the openmedia.bundle.sms option to specifies the list of media-types (SMS page mode, SMS Session mode, and MMS) that are used to implement the SMS channel. [**Modified:** 8.5.110.13]
3. Configure the SMS options in the interaction-workspace section of the Workspace Application object (refer to the **SMS** configuration option reference for a list of SMS options and a description of how to configure them, and to **SMS and MMS Interactions** for a list of other configuration options).

Tip

For information about configuring Load Balancing and Business Continuity, refer to **Runtime Connection Logic** in the **eServices Load Balancing Business Continuity** section of the *Business Continuity and Disaster Recovery* topic. **Added:** 8.5.109.16

4. You can specify which Chat Server messages are included as part of the SMS Session transcript in the interaction history. To include notices about inactivity timeout:
 - Set up the **Chat Server inactivity control** configuration options.
 - Set the value of the transcript-save-notices

Chat Server option to selective2. [**Added:** 8.5.115.17]

End