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Composer Help

Send SMS Block

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Contents

> ### Tip
> For an example of how this block could be used, see How To Automate an SMS Response to a Customer Call.

Use this block to send an Short Message Service (SMS) message created with the Create SMS block. This version of Composer supports native SMS, which means that the SMS message is sent via SMS Server and not via an e-mail to SMS gateway.

> ### Important
> The Send SMS block should only be used if the interaction queue (Create SMS block) property is set. If this property is not set, the Orchestration platform will automatically send the SMS via an internal Orchestration queue, and therefore the Send SMS block is not needed.
>
> For the Create Email, Email Forward, Email Response, Send Email, Chat Transcript, and CreateSMS blocks, Orchestration Server does not copy User Data from any Interaction into an outgoing ESP request. Currently there is no attribute support to overwrite this behavior. If User Data must be included as part of the above blocks, use External Service blocks or SCXML State blocks to directly call the ESP methods (\\CFGEmailServer\\Email\\Forward and \\CFGEmailServer\\Email\\Send).

The Send E-mail block has the following properties:

Name Property

Find this property's details under Common Properties.

Block Notes Property

Find this property's details under Common Properties.

SMS Server Property

Select an SMS Server to send the message.

1. Click under Value to display the ⬚ button.

2. Click the ⬚ button to open the Select SMS Server dialog box.

3. The next step depends on whether you are connected to Configuration Server. Otherwise:

- If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select the name of the SMS Server object from the **Value** field.

- You can select **Literal** and enter the name of the server in the **Value** field.

- You can select **Variable** and select the variable from the **Value** field that contains the name of the server.

SMS to Send Property

Select the variable containing the message to send.

Exceptions Property

Find this property's details under Common Properties.

Message Source Number Property

Use this property to override the Message Source Number specified in the Create SMS Block, which is the mobile telephone number from which the SMS message should appear to come.

1. Click under **Value** to display the ⬚ button.

2. Click the ⬚ button to open the Select the SMS Message Source Number dialog box.

3. From the **Type** dropdown menu, do one of the following:

- If you are connected to Configuration_Server, select **Configuration Server**. Select a Configuration Server Business Attribute for **Value**.

- Select **Literal** and enter the Cc address in the **Value** field.

- Select **Variable** and select the variable that contains the number from the **Value** field.

Condition Property

Find this property's details under Common Properties.

Logging Details Property

Find this property's details under Common Properties.

Log Level Property

Find this property's details under Common Properties.

Enable Status Property

Find this property's details under Common Properties.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.