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Composer Help

[Create SMS Block](#)

Create SMS Block

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Use this block to create an outbound message, which can be sent out as a Short Message Service (SMS) message to an external SMS Server. SMS refers to the common text messaging service available on cellphones and other handheld devices. You can also specify the [interaction queue](#) where the SMS message should be placed. 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.

Also see the [Render Message block](#).

Important

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 Create SMS 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

To select an SMS Server for sending the message:

1. Select the SMS Server row in the block's property table.
2. Click under Value to display a down arrow.
3. Select an SMS Server from those in the Configuration Database.

Exceptions Property

Find this property's details under [Common Properties](#).



Associate New Interaction Property

This property, introduced in Composer 8.1.420.xx for the Chat Transcript, Create Email, Create SMS, Email Forward, and Email Response blocks, supports the Orchestration Server `<ixn:createmessage>` tag associate attribute. See [Using eServices Blocks](#), section Associate New Interaction. This property requires Orchestration Server version 8.1.400.45+.

Interaction Queue Property

Select the interaction queue where the SMS Server should place the outbound SMS. Only the interaction queues that have been created using Composer in the current Composer Project are shown for the Configuration Server values. The interaction queues are sorted per parent Interaction Process Diagram.

To define the output queue:

1. Click under Value to display the  button.
2. Click the  button to open the Select an Output Queue dialog box.
3. Click the Type down arrow and do one of the following
 - If you are connected to Configuration Server, select **Configuration Server** and then select an output queue as the Value. The **Independent Objects > Same queue** choice allows you to put the outbound e-mail in the same interaction queue that initiated the current interaction.
 - Select **Literal** and then enter the name of the output queue as the **Value**.
4. Click OK.

Starting with Release 8.1.410.14, you can use a queue defined in referenced Projects. For more information, see [Adding an Interaction Queue](#).

Interaction Subtype Property

Select an Interaction Subtype code (defined in the Configuration Database Business Attributes folder), which can represent an Acknowledgement, Autoresponse, or Outbound New Standard Response subtype. The default is OutboundNew.

Message Destination Number Property

Enter the mobile telephone number of the person to whom the message is to be sent.

See the [Getting and Using E-mail Address](#) topic for more information. While the topic focuses on the



supplying a To e-mail address, the same ideas apply to getting a customer's mobile telephone number with Context Services blocks and using it for this property.

Message Source Number Property

Enter the mobile telephone number from which the SMS message should appear to come.

Message Text Property

Use this property to specify the Short Message Server text.

1. Click under Value to display the  button.
2. Click the  button to open the Select SMS Text Message dialog box.
3. Select **User Data**, **Literal** or **Variable** from the Type dropdown menu.

If you select **Literal**, enter the text in the **Value** field.

- If you select **User Data**, enter the User Data keys in the **Value** field.
- If you select **Variable**, select the variable from the **Value** field that contains the text.

4. Click **OK** to close the dialog box.

Interaction ID Property

Find this property's details under [Common Properties](#).

Output Result Property

Find this property's details under [Common Properties](#).

Detach Property

Find this property's details under [Common Properties](#).

Detach Timeout Property

Find this property's details under [Common Properties](#).

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.