



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Designer Help

Chat Custom Message Block

Chat Custom Message Block

You can use the **Chat Custom Message** block to send a custom chat message to a contact. You can create a message using plain text, or specify a variable that contains the message you want to send.

Important

The **Chat Custom Message** block does not support Standard Responses or Field Codes. It also can't be used as a busy treatment.

Custom Messages tab

Use the **Custom Messages** tab to add and manage chat messages.

Nick Name (optional) is the name that chat contacts will see as being the sender of the custom chat message. You can enter a name, select a variable, or leave this field blank.

Click **Add Message** to enter the value of the message. If you want to specify the value with a variable, select **Var** and choose the appropriate variable.

Properties - Chat Custom Message



This block is used to send a custom message to the caller.

Custom Messages

Nick Name ☐

Specify custom messages to be sent

+ Add Message

Var?	Value	Actions
<input type="checkbox"/>	Thank you for waiting. A representative will be with you shortly.	