Genesys Designer Help

Message Resources

12/14/2025

Message Resources

> **Important**
>
> This item is only available if your site supports digital application types.

Click **Message Resources** in the navigation bar to manage your message resources.

Message Resources are predefined standard responses and user-defined messages that you can use in digital applications and shared modules. A **Message Collection** is a collected set of individual message resources that can be accessed by a digital application (for example, the **Chat Resource Set**).

From this page, you can centrally manage these message resources for all of your applications. If you make any changes to a message resource, the change takes effect the immediately across affected applications.

(See the Applications or Shared Modules page for more information on how to assign a message collection to an application or shared module.)

Creating Message Collections and Message Resources

To create a new message collection, click **Add Message Collection** and enter a name. When you are done, click **Create and Open** to open the new message collection and add message resources.

Next, click **Add Message Resource** and enter a name for the message resource. Make sure to use a unique name as you won't be able to add it if it has the same name as an existing system resource. Click **OK** to save the new message resource.

Properties of the new message resource are displayed to the right of the list. You can choose to add a description to describe the purpose of this message resource. You can also add a tag to relate this message resource to similar message resources with the same tag.