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eServices Manager Plug-in for GAX

Structured Messages

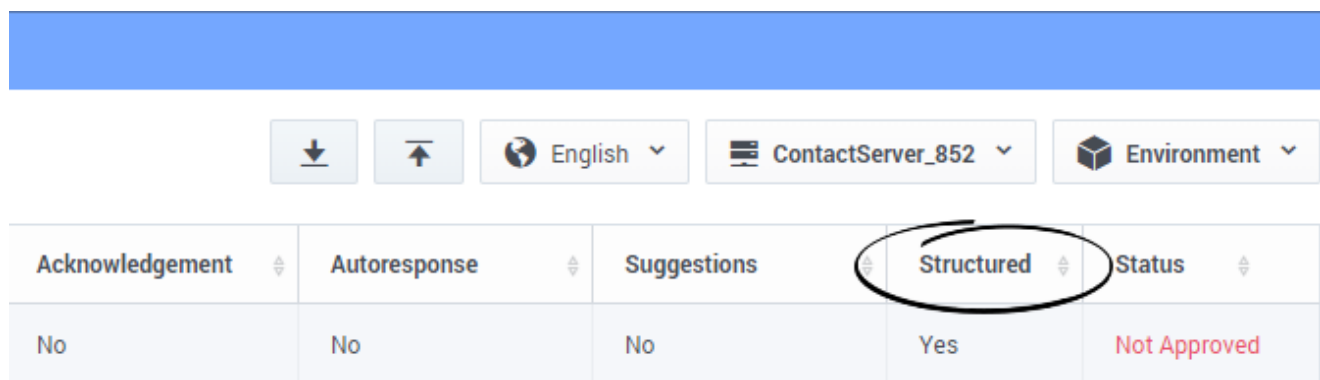
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Structured Messages

Structured messages provide enhanced functionality for certain messaging applications, such as Apple Business Chat and WhatsApp. These structured templates contain metadata in the form of JSON strings that specify how to present certain widgets in chat conversations with customers.

Agents can select structured messages from their Standard Response Library and insert them into chat conversations with customers.

In eServices Manager, you can quickly identify structured messages by referring to the **Structured** column, as shown below:



<div><div>↓</div><div>↑</div><div>English</div><div>ContactServer_852</div><div>Environment</div></div>				
Acknowledgement	Autoresponse	Suggestions	Structured	Status
No	No	No	Yes	Not Approved

Creating a structured message

Important

- You must configure your environment to use structured messages. Refer to the [Configuring structured messages](#) section on the installation page for channel-specific information.
- You can use more than one **Media Origin** in a single structured message.
- If you select **None** in the **Structured Body** tab, the standard response is saved as plain text.

Refer to one of the following pages to create a structured message:

- [Apple Business Chat](#)
- [WhatsApp](#)