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Genesys Driver for SMS and MMS Guide

Sample Business Processes

12/19/2025

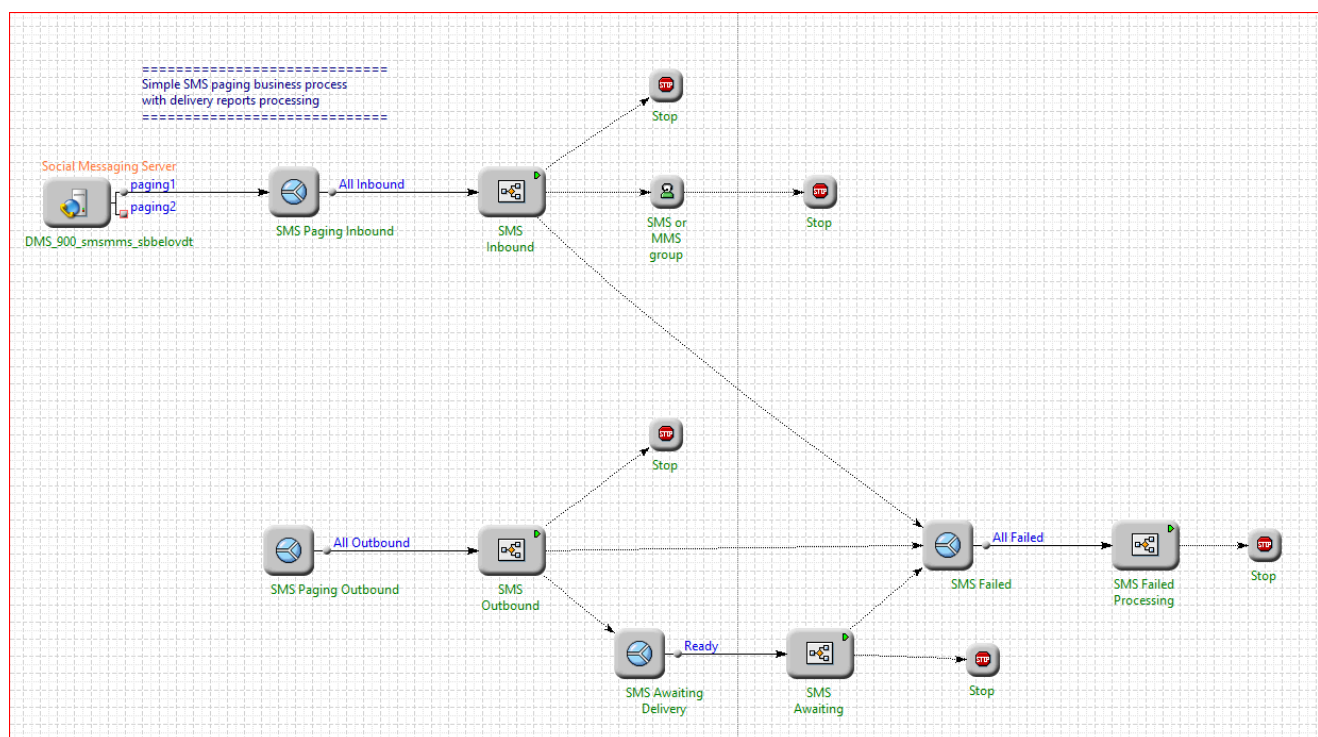
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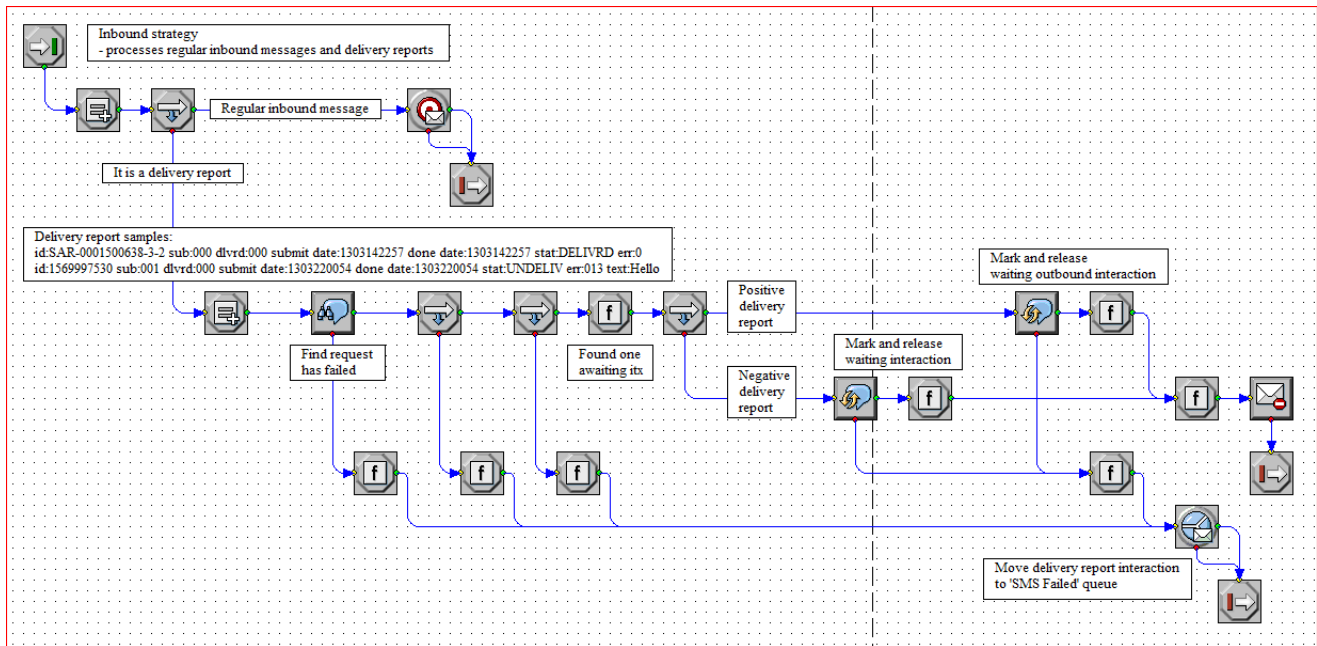
Important

You might need to adjust business processes to work with your particular Genesys environment. For example, you might need to adjust the business processes to work with specific servers and agent groups that you have set up.

The Simple SMS Paging business process shows how to receive and send SMS messages, and how to process SMS delivery reports. This business process uses a generic object to initiate the **SendSMS** request to an SMS driver/DMS pair. This generic object serves as an example on how to specify the ESP request.

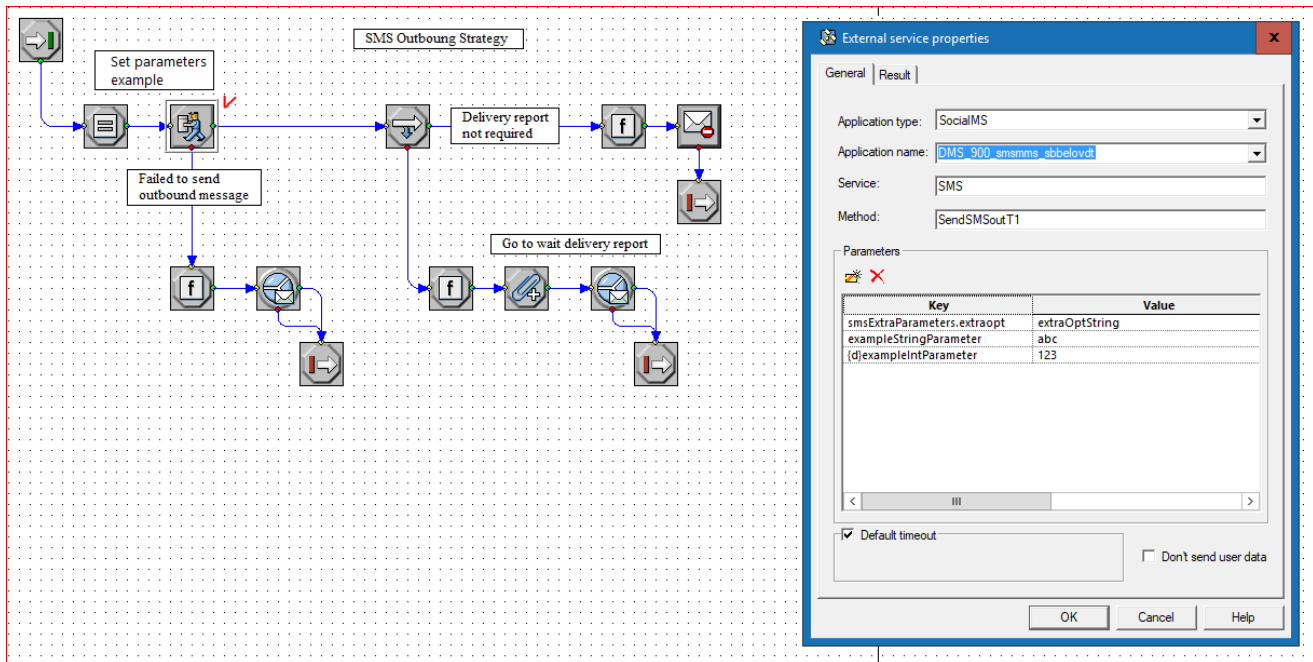


SMS Inbound

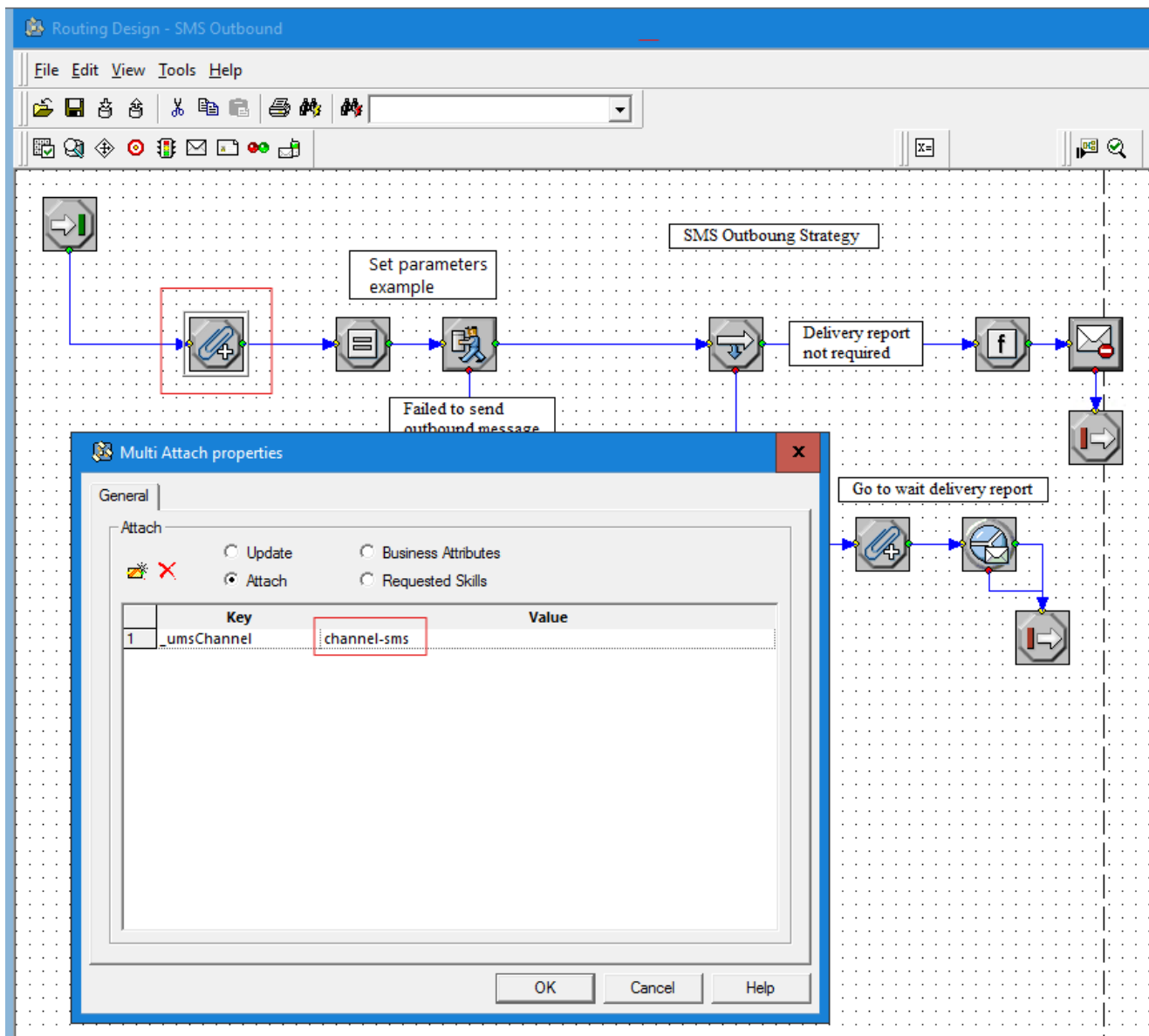


SMS Outbound

This business process uses the "External Service" IRD object to send outbound messages.



How to enable outbound paging messages: To enable outbound paging messages, please add **MultiAttach** block into strategy, as show on the screenshot below. Specify `_umsChannel = <sms channel name>`; use the channel name exactly as it appears in *Digital Messaging Server* settings.



Simple MMS

This business process shows how to receive MMS messages.

