

Inbound Message Flows

Study Notes

Topic	Description
Inbound Message Flow	Handles digital messaging interactions
Channels	SMS, Web Messaging, Messaging Apps
Trigger	Activated by message routing

Navigation

Admin → Architect → Flows → Inbound Message Flow

Implementation Guide

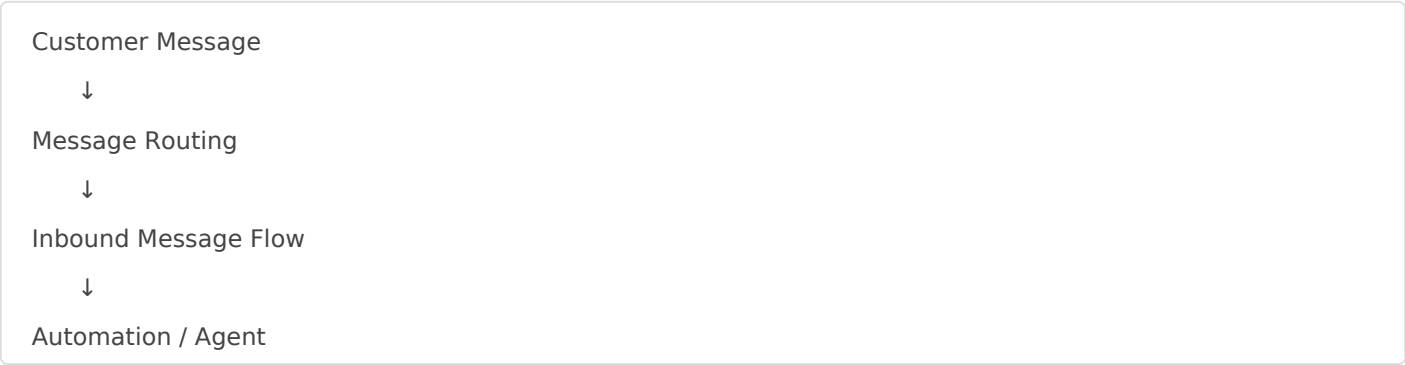
- 1. Create inbound message flow
- 2. Configure greeting message
- 3. Capture user input
- 4. Route to queue or bot
- 5. Publish flow

How to Implement

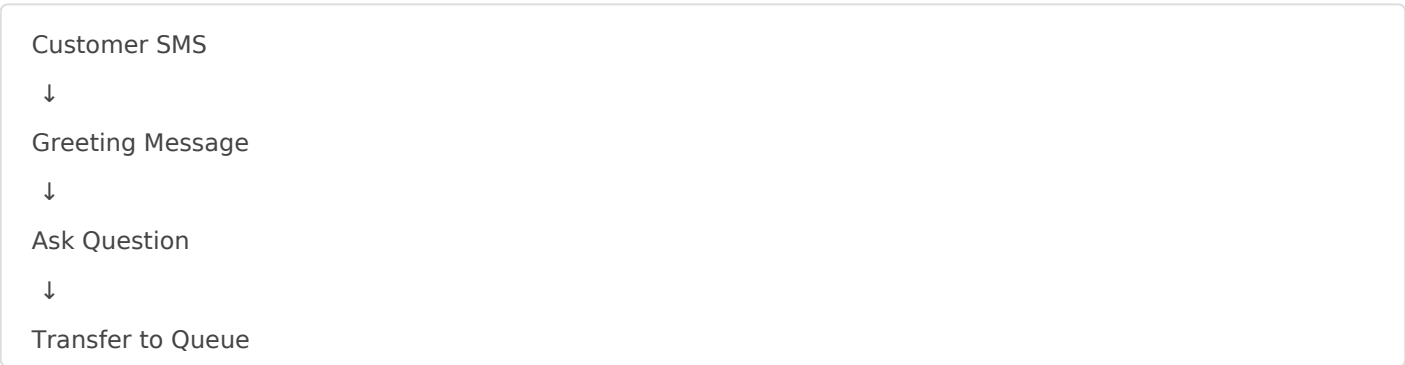
Phase	Description
Flow Design	Build messaging conversation logic
Integration	Connect with message routing

Phase	Description
Deployment	Publish flow

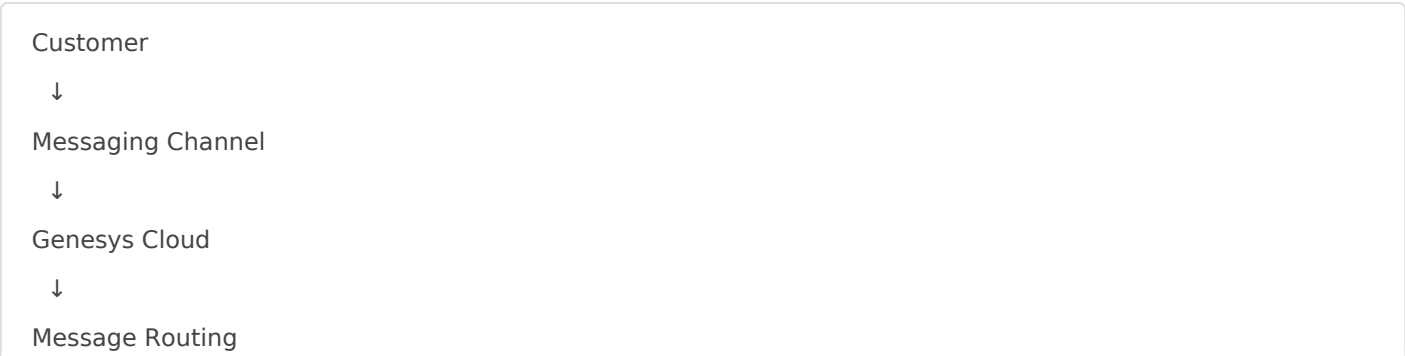
Workflow



Real Flow Scenario



Architecture Diagram



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Inbound Message Flow

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Agent

Usage Scenarios

Scenario	Description
SMS Support	Customers text support
Automated Help	Bots answer questions
Appointment Scheduling	Automated booking

Implementation Example

Start

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Greeting Message

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Capture Input

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Transfer to Agent

Design Example

Start

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Greeting

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Intent Detection

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Agent Transfer

Best Practices

- Keep conversations simple
 - Use automation where possible
 - Always allow agent escalation
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Naming Convention

<Region>_<Service>_MessageFlow

Example:

US_Support_MessageFlow

Troubleshooting

Issue	Cause	Fix
Messages not routed	Routing misconfigured	Check message routing
Flow not responding	Flow unpublished	Publish flow

Interview Cheat Sheet

Question	Answer
What handles messaging interactions?	Inbound message flows
What connects messages to flows?	Message routing

Key Takeaways

- Inbound message flows manage digital interactions

- Integrated with message routing
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Revision #1

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