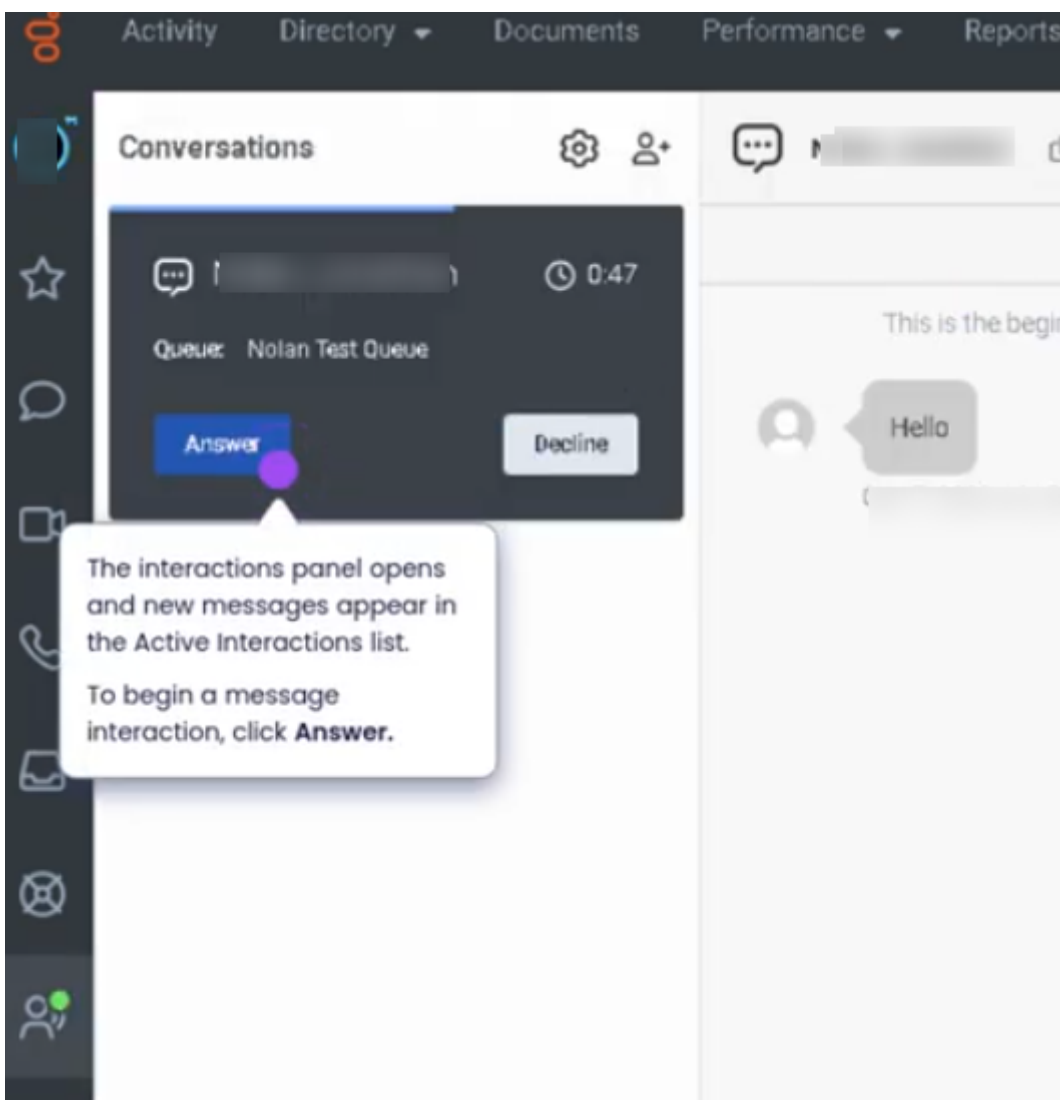


Genesys Cloud - Agent - Accept and respond to SMS Interactions



Log in as an agent and go on queue.



The interactions panel opens and new messages appear in the Active Interactions list.
To begin a message interaction, click **Answer**.

Conversations



0:00

Test Queue
Hello just now

→

This is the beginning of the conversation.

Hello
Oct 17, 2023 4:01 PM

Type your response to the incoming message.

Enter message...



Conversations



End Messages

0:09

[Redacted]

+
[Redacted] Test Queue
Thank you for reaching out. just now



To end the conversation, click **End Messages**.

This is the beginning of the conversation.



Hello

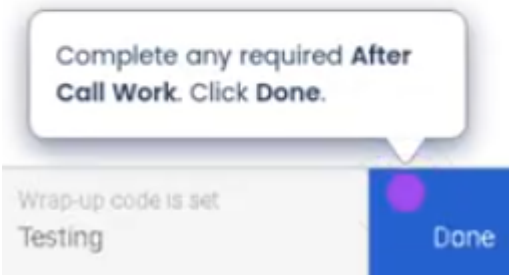
Oct 17, 2023 4:01 PM

Thank you for reaching out.



Find wrap-up code Q

- Appointment Scheduled
- Billing Inquiry
- Billing Issue
- Test Wrapup
- Testing
- UAT Schedule Testing



SMS Interactions (Genesys Cloud)

Summary

SMS Interactions in Genesys Cloud allow organizations to communicate with customers through **text messaging channels** directly from the contact center platform. SMS interactions are routed through queues, enabling agents to manage conversations similarly to chat, messaging, or voice interactions.

Agents can **accept, respond, and manage SMS conversations** within the **Agent Workspace**, while supervisors can monitor performance, track interaction metrics, and maintain service quality. SMS communication provides customers with a convenient and asynchronous way to interact with support teams.

Utilization

Use Case	Description
Customer support via text messaging	Customers send inquiries or requests through SMS
Appointment reminders	Businesses send automated notifications or confirmations
Customer follow-ups	Agents follow up on cases or service requests
Marketing or notification campaigns	Organizations send informational messages or alerts
Two-way customer engagement	Customers can respond and continue the conversation with an agent

SMS interactions enable organizations to **extend customer support to mobile messaging channels**, improving accessibility and response flexibility.

Best Practices

Practice	Reason
Respond quickly to incoming SMS messages	Customers expect fast responses when using text messaging
Use clear and concise language	SMS messages should be short and easy to understand
Avoid sharing sensitive information through SMS	SMS is not always considered a secure communication channel
Maintain professional tone	Ensures brand consistency and positive customer experience
Confirm resolution before closing the conversation	Prevents unresolved issues
Use templates or canned responses when appropriate	Improves efficiency and consistency

Example Scenarios

Scenario 1 – Customer Sends SMS Support Request

Customer sends SMS message to support number



Genesys Cloud receives the message



Interaction routed to SMS support queue



Agent accepts the SMS interaction



Agent responds to the customer via text

Scenario 2 – Follow-Up via SMS

Customer previously contacted support



Agent sends SMS follow-up message



Customer replies with additional information



Agent continues conversation until issue is resolved

Scenario 3 – Appointment Confirmation

Organization sends automated SMS reminder



Customer receives notification



Customer replies to confirm or reschedule



Agent reviews and responds if necessary

Key Benefits

Benefit	Explanation
---------	-------------

Convenient communication channel	Customers can interact using mobile devices
Asynchronous messaging	Conversations can continue even if agents or customers step away
Increased customer engagement	Many customers prefer text messaging over voice calls
Queue-based routing	SMS interactions follow standard contact center routing rules
Interaction tracking	SMS conversations are recorded and available for reporting

Revision #3

Created 11 March 2026 19:02:29 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz