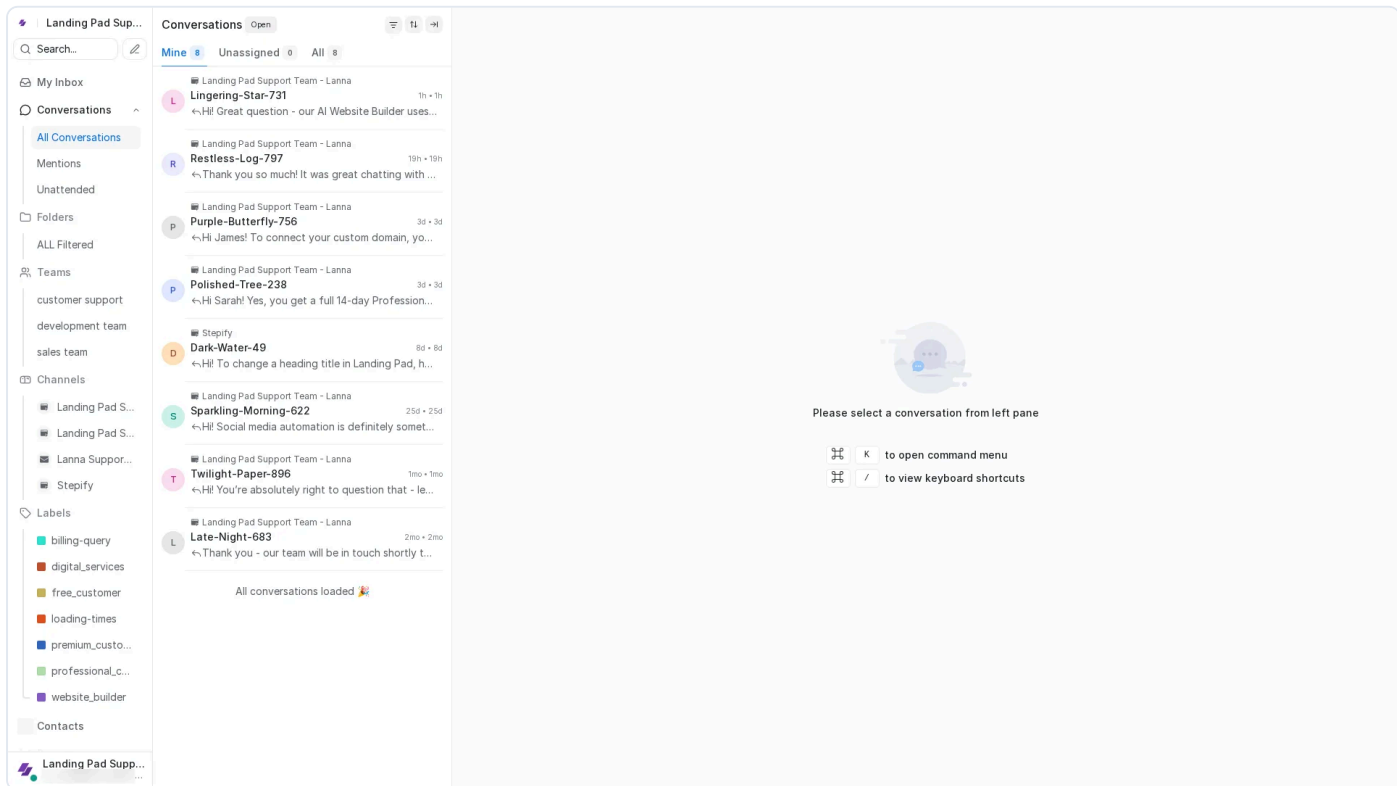


Create a new canned response called Greeting with the message Hello, how can we help you today?

Chatwoot 7 steps · 1m 24s

1 Scroll down to find Settings gear icon at bottom of sidebar.



The screenshot displays the Chatwoot web application interface. On the left is a sidebar with various navigation options: 'My Inbox', 'Conversations' (with sub-options 'All Conversations', 'Mentions', 'Unattended'), 'Folders' (with 'ALL Filtered'), 'Teams' (with 'customer support', 'development team', 'sales team'), 'Channels' (with 'Landing Pad S...', 'Landing Pad S...', 'Lanna Suppor...', 'Stepify'), 'Labels' (with 'billing-query', 'digital_services', 'free_customer', 'loading-times', 'premium_custo...', 'professional_c...', 'website_builder'), and 'Contacts'. At the bottom of the sidebar is a 'Settings' gear icon. The main area shows a list of conversations with details like 'Lingering-Star-731', 'Restless-Log-797', 'Purple-Butterfly-756', 'Polished-Tree-238', 'Dark-Water-49', 'Sparkling-Morning-622', 'Twilight-Paper-896', and 'Late-Night-683'. A message 'All conversations loaded' is visible at the bottom of the list. On the right side of the main area, there is a large circular graphic and the text 'Please select a conversation from left pane'. Below this, there are two keyboard shortcuts: 'K to open command menu' and '/' to view keyboard shortcuts'.

2 Click 'Settings' in sidebar to open settings.

The screenshot shows the Landing Pad Support interface. On the left is a sidebar with a search bar and various navigation options: Unattended, Folders, ALL Filtered, Teams (customer support, development team, sales team), Channels (Landing Pad S..., Lanna Suppor..., Stepify), Labels (billing-query, digital_services, free_customer, loading-times, premium_custo..., professional_c...), Contacts, Reports, Campaigns, Help Center, and Settings (highlighted with a red box). The main area displays a list of conversations with details like team name, title, and timestamps. A message in the center says 'Please select a conversation from left pane' with keyboard shortcuts 'K' to open command menu and '/' to view keyboard shortcuts.

3 Click 'Canned Responses' in the settings menu.

The screenshot shows the Landing Pad Support settings page. The sidebar on the left has 'Settings' expanded, and 'Canned Responses' is highlighted with a red box. The main content area is titled 'Account settings' and includes sections for 'General settings' (Account name, Site language, Incoming Email Domain, Support Email), 'Auto-resolve conversations' (a toggle switch), and 'Account ID' (a text field with a 'Copy' button). The footer shows the version 'v4.8.0' and build '4e9f644'.

4 Click 'Add canned response' button to open form.

Canned Responses

Canned Responses are pre-written reply templates that help you quickly respond to a conversation. Agents can type the '/' character followed by the shortcode to insert a canned response during a conversation.

Short code	Content	Actions
/greeting	Hello! How can I help you today?	
angry	I apologise for the experience. I have raised a ticket for that. Please wait for the next email from us.	
busy	We're sorry, but all of our agents are busy right now. One of them will be with you as soon as possible.	
greeting	Thank you	
hi	Hi, My name is [your name]. How can I help you today?	
hi-again	Hi [customer name]. Nice to see you again! How can I help you today?	

Add canned response

5 Type 'Greeting' in the short code field.

Add canned response

Canned Responses are predefined reply templates which can be used to quickly send out replies to conversations.

Short code

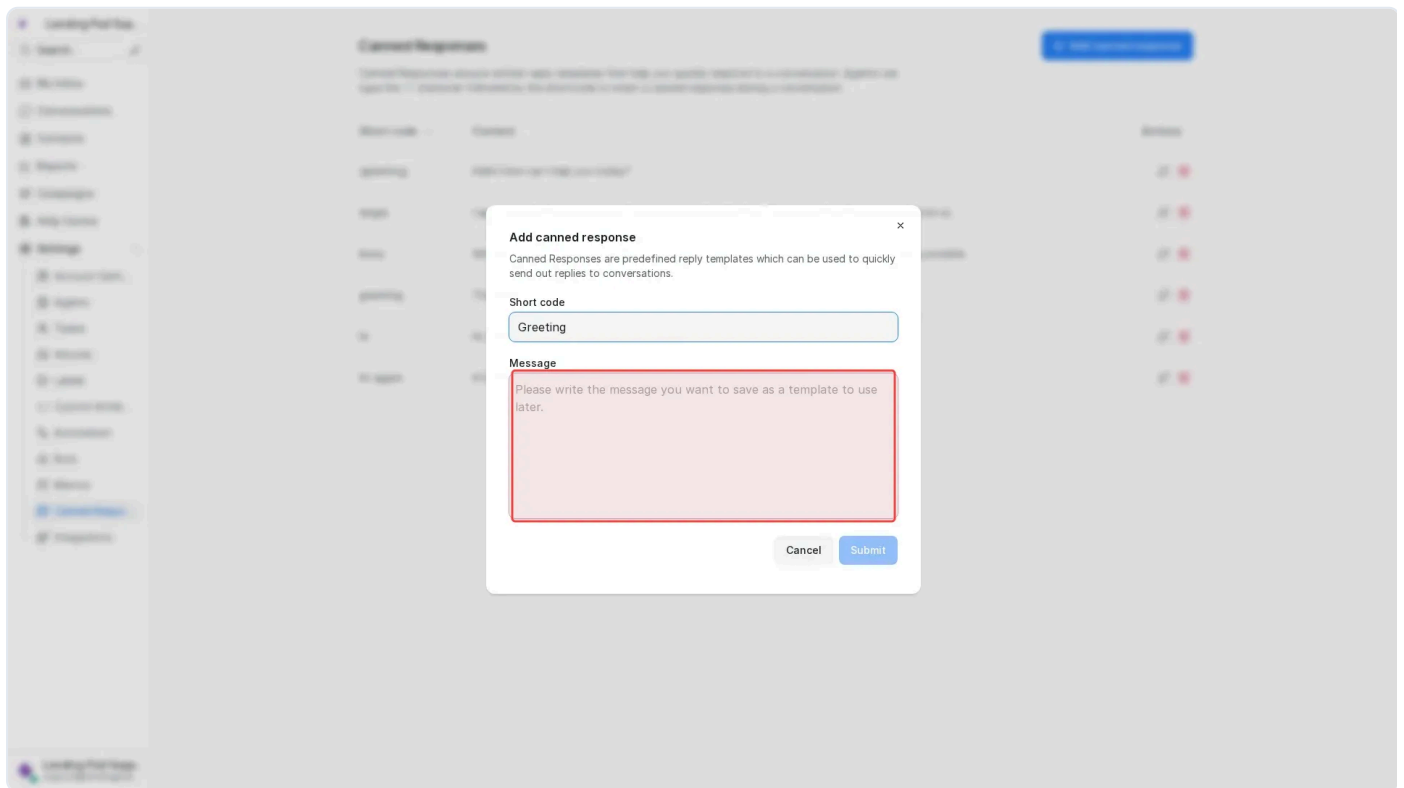
Please enter a short code.

Message

Please write the message you want to save as a template to use later.

Cancel **Submit**

6 Type message content in the text editor field.



7 Click 'Submit' to save the canned response.

