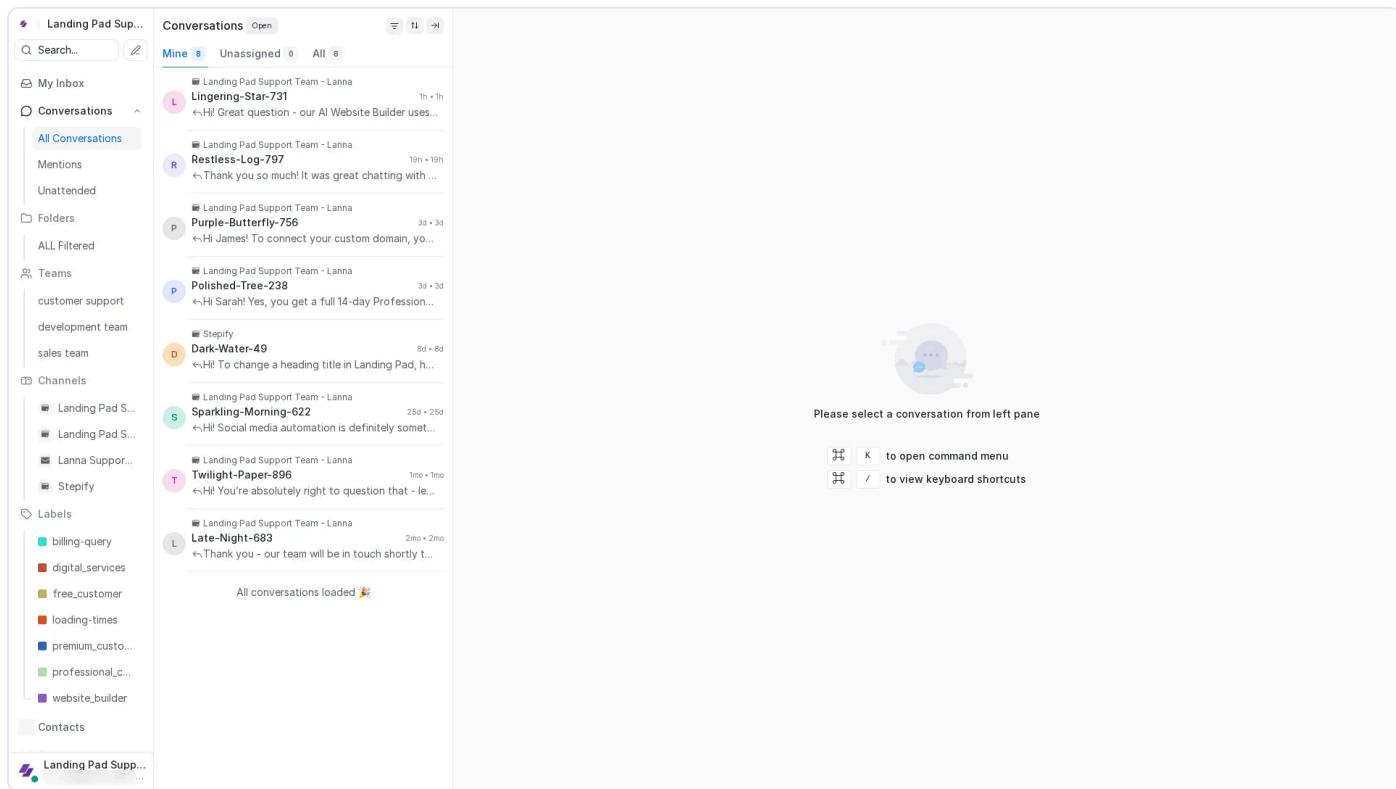


Create a new canned response called Greeting with the message Hello, how can we help you today?

Chatwoot 7 steps · 1m 24s

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



The screenshot shows the Chatwoot interface. On the left is a sidebar with the following sections and filters:

- Search bar: Search...
- My Inbox
- Conversations
 - All Conversations
 - Mentions
 - Unattended
- Folders
- ALL Filtered
- Teams
 - customer support
 - development team
 - sales team
- Channels
 - Landing Pad S...
 - Landing Pad S...
 - Lanna Suppor...
 - Stepify
- Labels
 - billing-query
 - digital_services
 - free_customer
 - loading-times
 - premium_custo...
 - professional_c...
 - website_builder
- Contacts
- Landing Pad Supp...

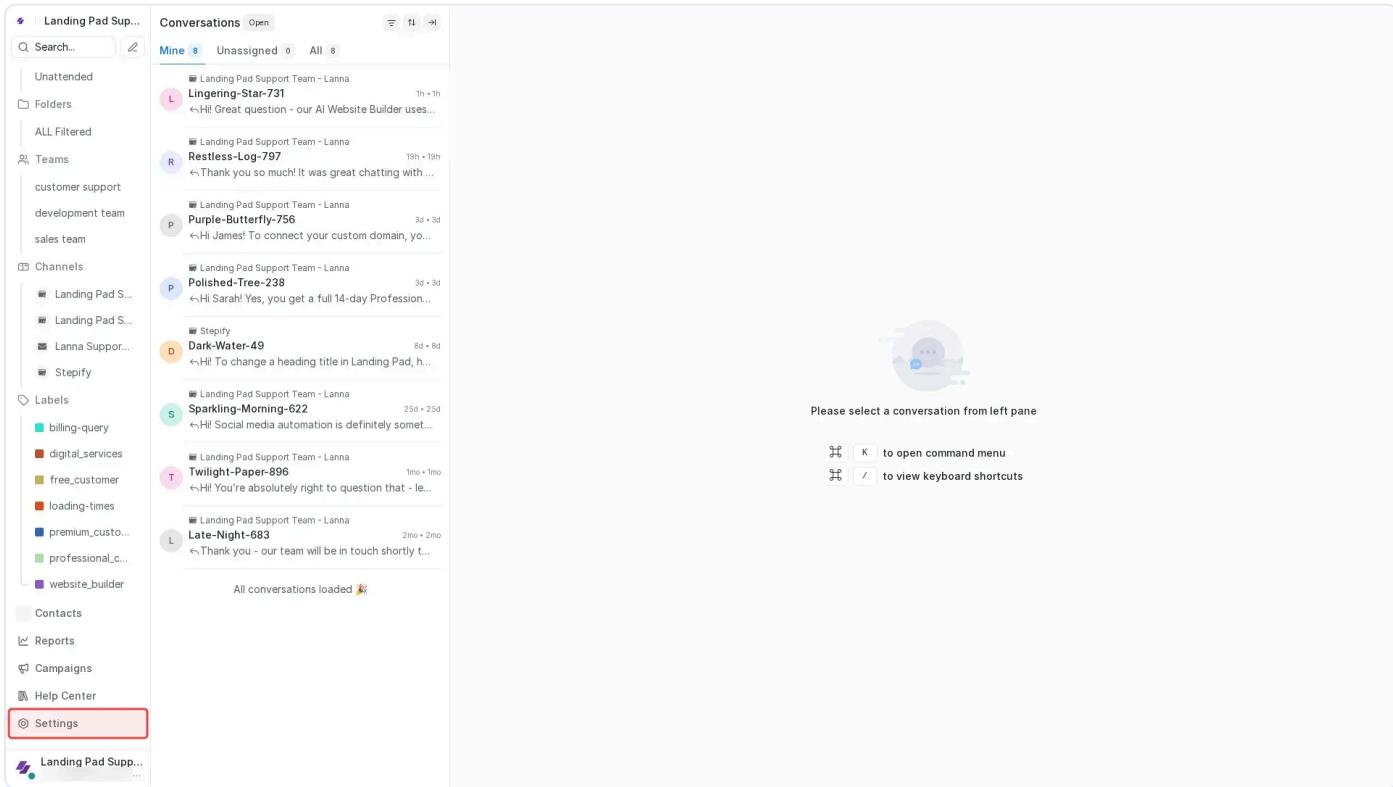
On the right, a list of conversations is displayed:

- Mine 0 Unassigned 0 All 8
 - Landing Pad Support Team - Lanna Lingering-Star-731 1h × 1h
↳ Hi! Great question - our AI Website Builder uses...
 - Landing Pad Support Team - Lanna Restless-Log-797 19h × 19h
↳ Thank you so much! It was great chatting with ...
 - Landing Pad Support Team - Lanna Purple-Butterfly-756 3d × 3d
↳ Hi James! To connect your custom domain, yo...
 - Landing Pad Support Team - Lanna Polished-Tree-238 3d × 3d
↳ Hi Sarah! Yes, you get a full 14-day Profession...
 - Stepify Dark-Water-49 8d × 8d
↳ Hi! To change a heading title in Landing Pad, h...
 - Landing Pad Support Team - Lanna Sparkling-Morning-622 25d × 25d
↳ Hi! Social media automation is definitely somet...
 - Landing Pad Support Team - Lanna Twilight-Paper-896 1mo × 1mo
↳ Hi! You're absolutely right to question that - le...
 - Landing Pad Support Team - Lanna Late-Night-683 2mo × 2mo
↳ Thank you - our team will be in touch shortly t...

At the bottom of the sidebar, there is a gear icon. To its right, the text "Please select a conversation from left pane" is displayed, along with keyboard shortcuts:

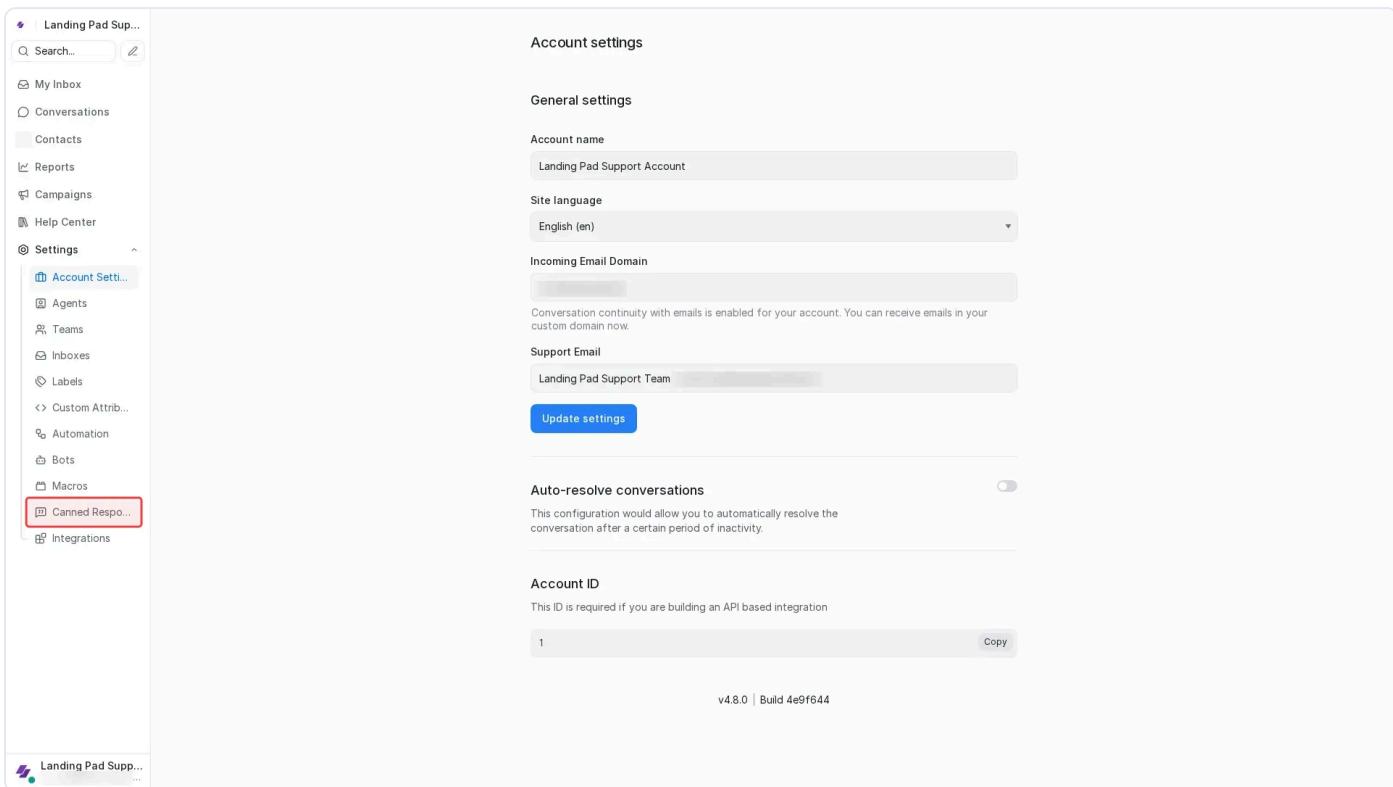
- ⌘ K to open command menu
- ⌘ / to view keyboard shortcuts

2 Click 'Settings' in sidebar to open settings.



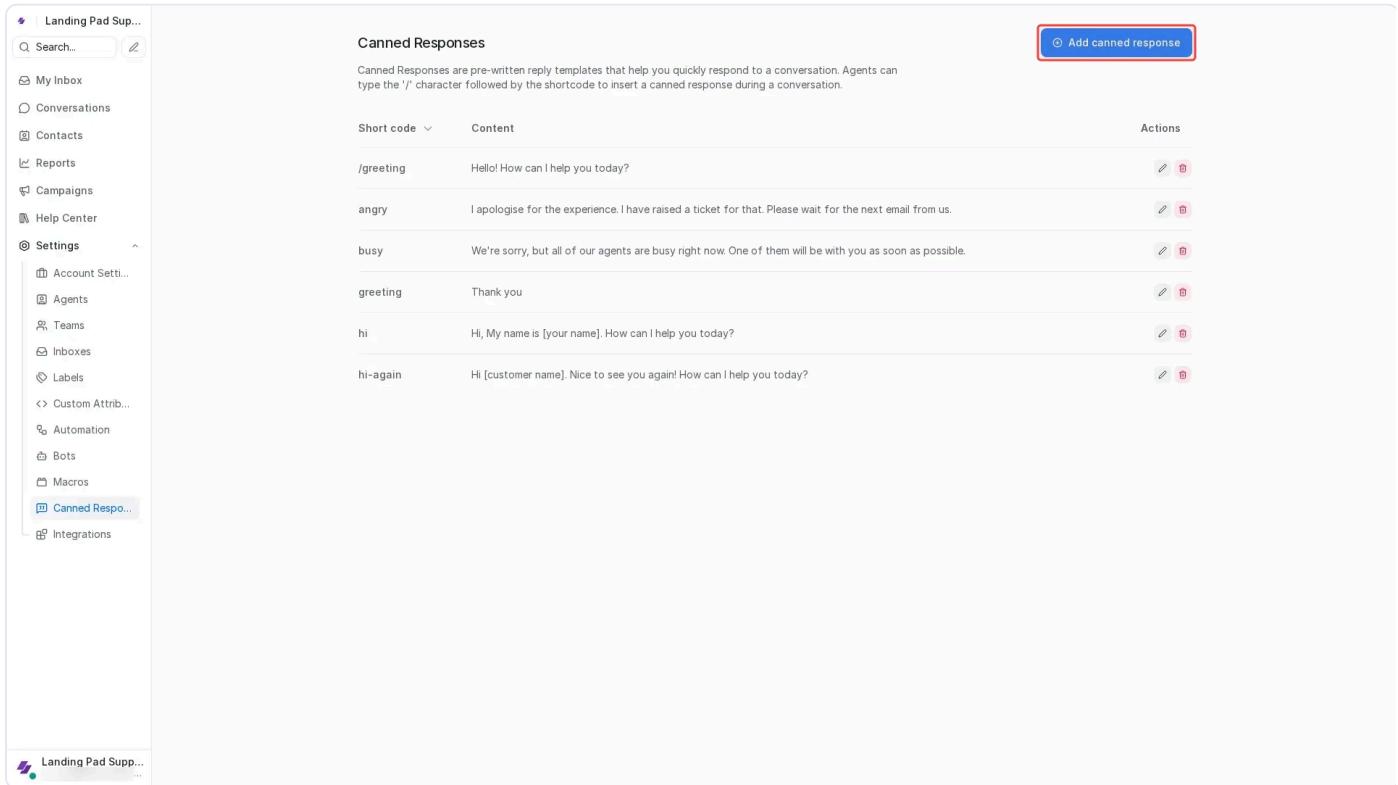
The screenshot shows the Landing Pad Support inbox interface. On the left, a sidebar menu is open, showing various sections like 'Folders', 'Teams', 'Channels', 'Labels', 'Contacts', 'Reports', 'Campaigns', 'Help Center', and 'Settings'. The 'Settings' option is highlighted with a red box. The main pane displays a list of conversations. At the bottom of the main pane, there is a message 'All conversations loaded' with a small icon. On the right side of the main pane, there is a circular icon with a speech bubble and a message 'Please select a conversation from left pane'. Below this message are two keyboard shortcut keys: 'K' and 'Shift + K'.

3 Click 'Canned Responses' in the settings menu.



The screenshot shows the 'Account Settings' page within the 'Settings' menu. The left sidebar shows 'Account Settings' as the active section, with 'Canned Responses' highlighted with a red box. The main content area is divided into sections: 'General settings', 'Account name' (set to 'Landing Pad Support Account'), 'Site language' (set to 'English (en)'), 'Incoming Email Domain' (disabled), 'Support Email' (set to 'Landing Pad Support Team'), and a 'Update settings' button. Below this is the 'Auto-resolve conversations' section, which is currently disabled. The 'Account ID' section shows the ID '1' and a 'Copy' button. At the bottom, the version 'v4.8.0 | Build 4e9f644' is displayed.

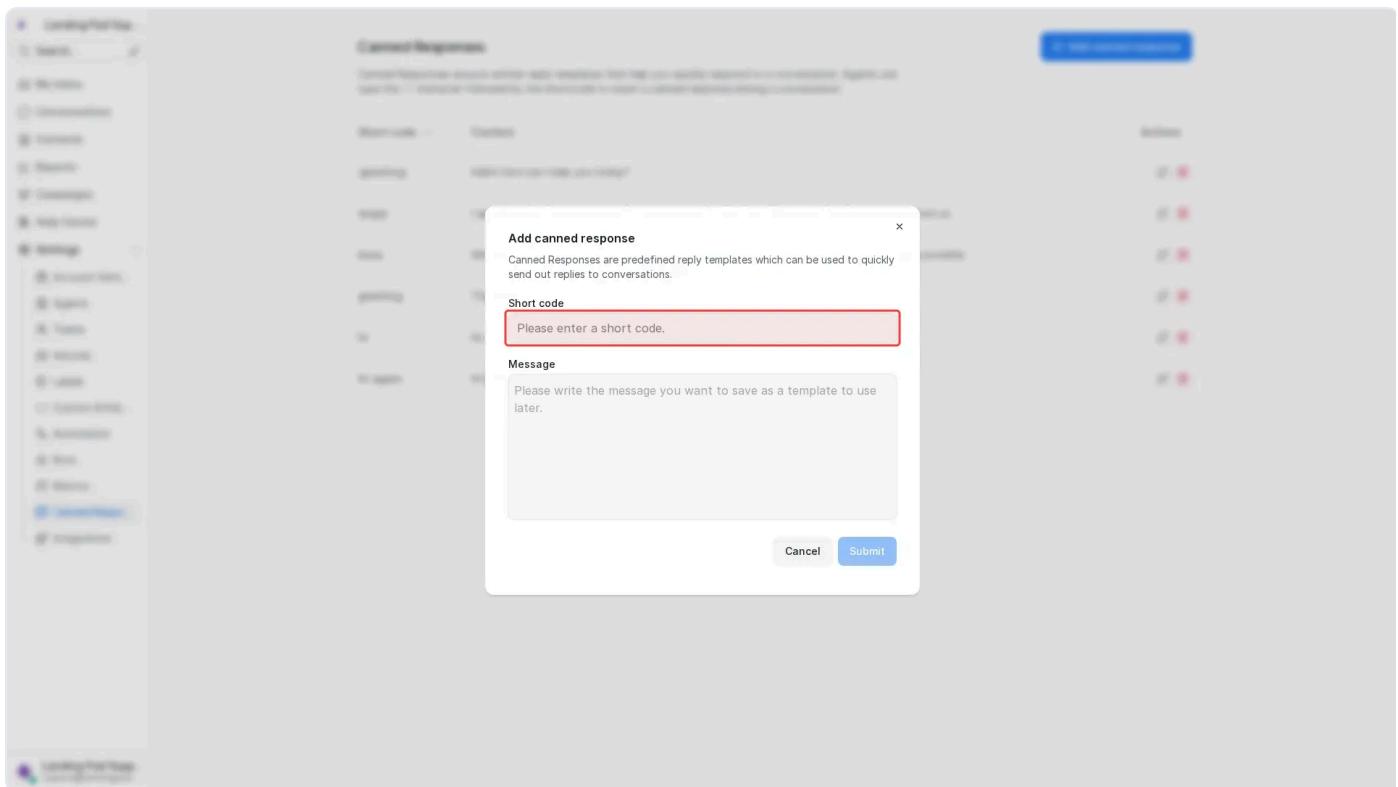
4 Click 'Add canned response' button to open form.



The screenshot shows the 'Canned Responses' page. On the left is a sidebar with various settings and integration options. The main area displays a table of canned responses with columns for 'Short code' and 'Content'. A red box highlights the 'Add canned response' button in the top right corner of the page.

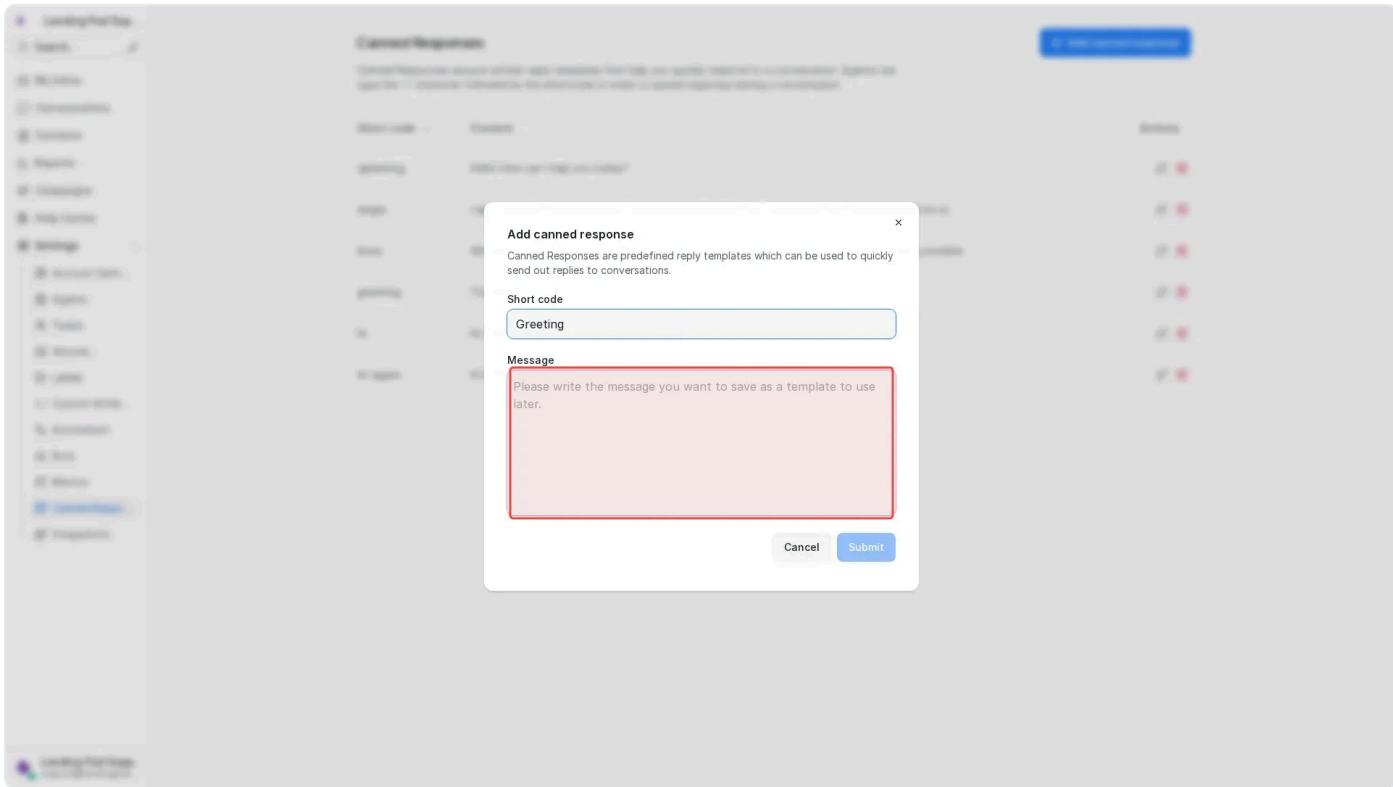
| Short code | Content | Actions |
|------------|--|---|
| /greeting | Hello! How can I help you today? |   |
| angry | I apologise for the experience. I have raised a ticket for that. Please wait for the next email from us. |   |
| busy | We're sorry, but all of our agents are busy right now. One of 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? |   |

5 Type 'Greeting' in the short code field.



The screenshot shows the 'Add canned response' modal. It contains fields for 'Short code' (with a placeholder 'Please enter a short code.'), 'Message' (with a placeholder 'Please write the message you want to save as a template to use later.'), and buttons for 'Cancel' and 'Submit'.

6 Type message content in the text editor field.



7 Click 'Submit' to save the canned response.

