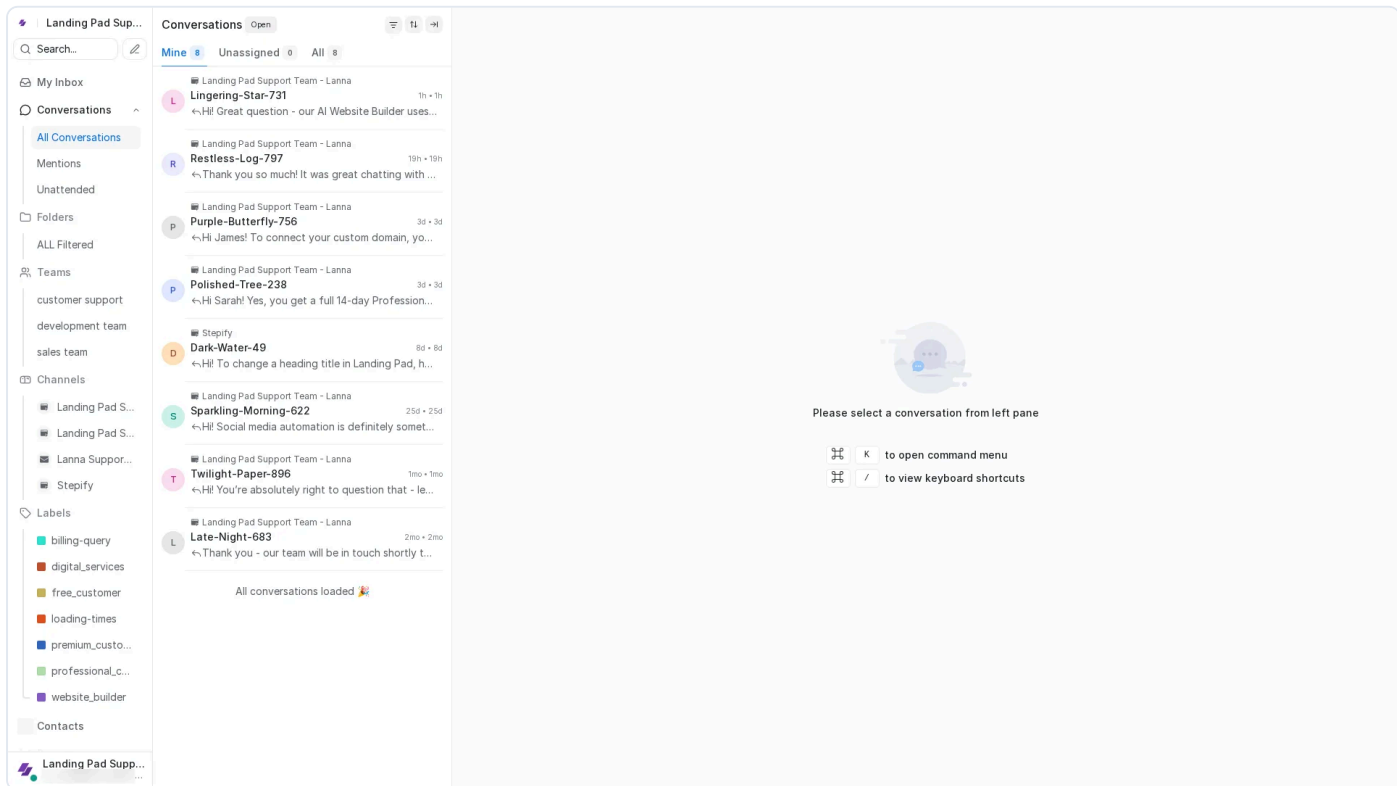


# Create a new canned response called Greeting with the message Hello, how can we help you today?

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 various navigation options. At the bottom of the sidebar, there is a gear icon representing the Settings menu. The main area displays a list of conversations with details such as the contact name, last message, and time. A message at the bottom of the conversation list states 'All conversations loaded'.

Conversations Open

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...

Lingering-Star-731

Restless-Log-797

Purple-Butterfly-756

Polished-Tree-238

Dark-Water-49

Sparkling-Morning-622

Twilight-Paper-896

Late-Night-683

All conversations loaded 🎉

Please select a conversation from left pane

K to open command menu

/ 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, Update settings button), 'Auto-resolve conversations' (toggle switch), and 'Account ID' (ID field with a Copy button). The footer shows 'v4.8.0 | 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**

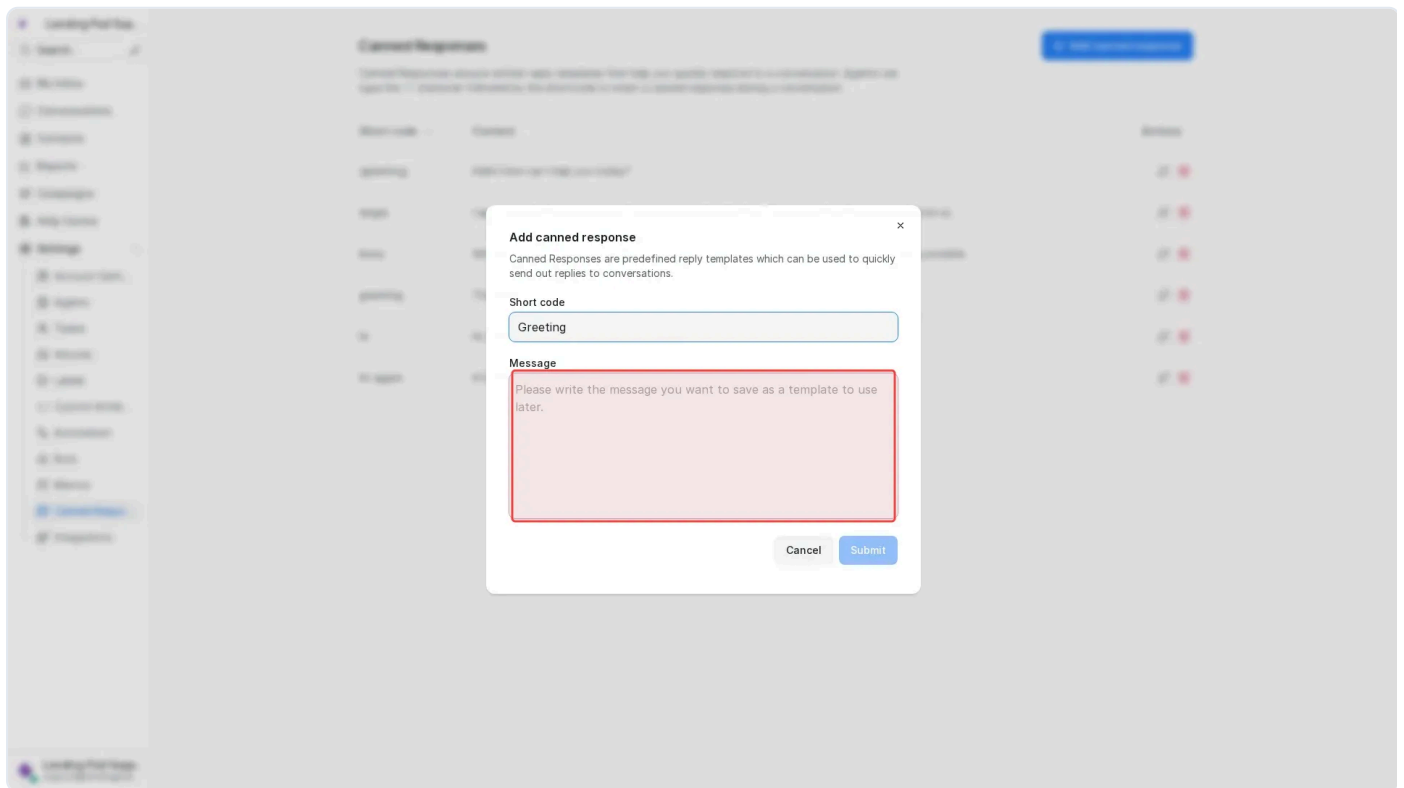
Please enter a short code.

**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.

