

How to create a new canned response called Quick Reply

Chatwoot 6 steps · 32s

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

Landing Pad Sup...

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 Hello In...

Lanna Suppor...

Stepify

Labels

Landing Pad Supp...

Conversations

Open

Mine 5

Unassigned 0

All 5

Landing Pad Support Team - Lanna

Autumn-Star-445

20h • 20h

Great question! Video content creat...

Lanna Hello Inbox

Tânia From Landing Pad Di...

5d • 5d

Perfect! Low signup rates are defini...

Lanna Hello Inbox

Tânia From Landing Pad Di...

5d • 5d

Re: Let's talk about your project

Lanna Hello Inbox

Tânia From Landing Pad Di...

5d • 5d

Re: Your A/B test ideas are ready

Landing Pad Support Team - Lanna

Muddy-Firefly-339

7d • 5d

Perfect! That's exactly the kind of ...

All conversations loaded

Please select a conversation from left pane

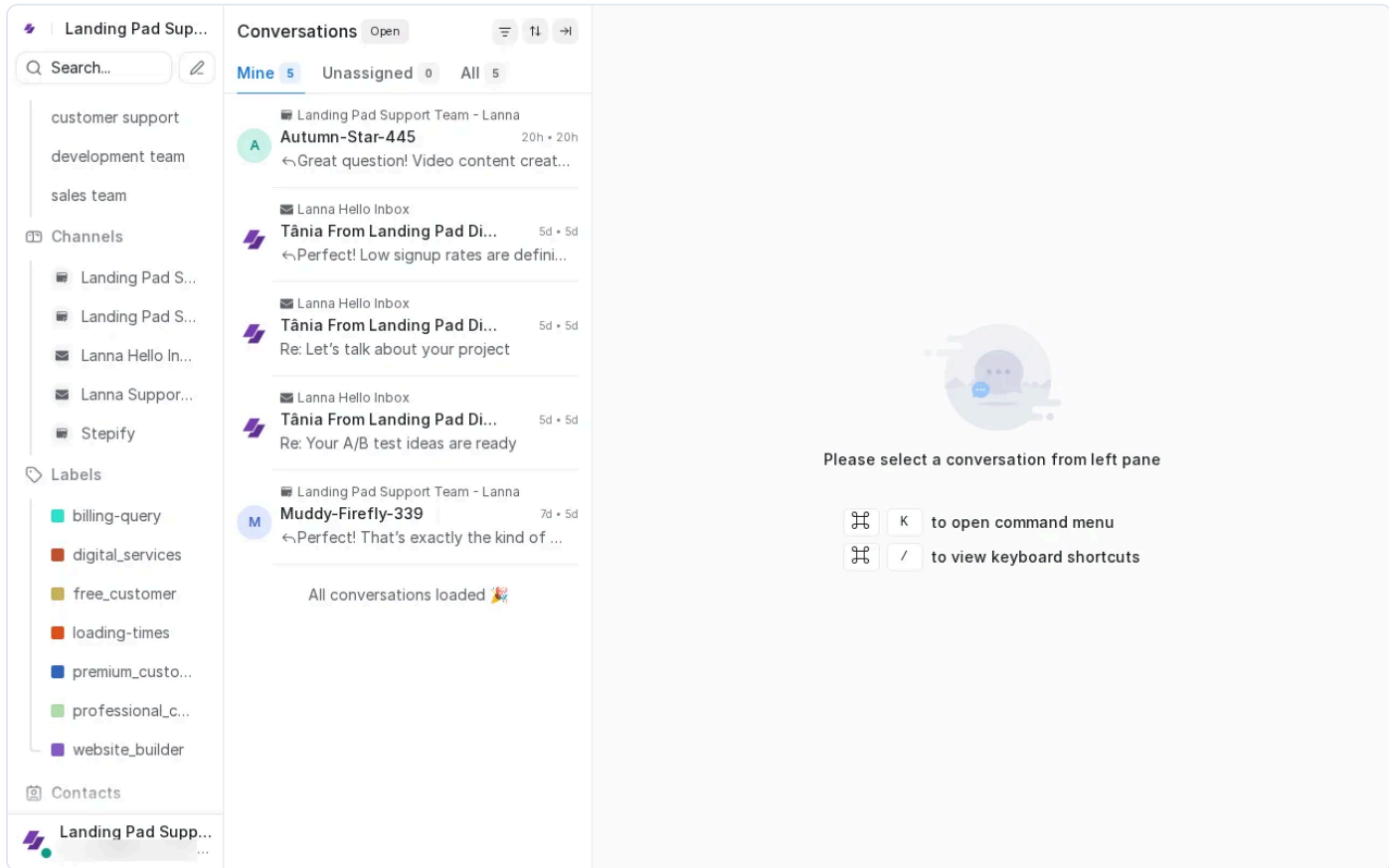
K

to open command menu

/


to view keyboard shortcuts


2 Scroll down to find Settings gear icon.



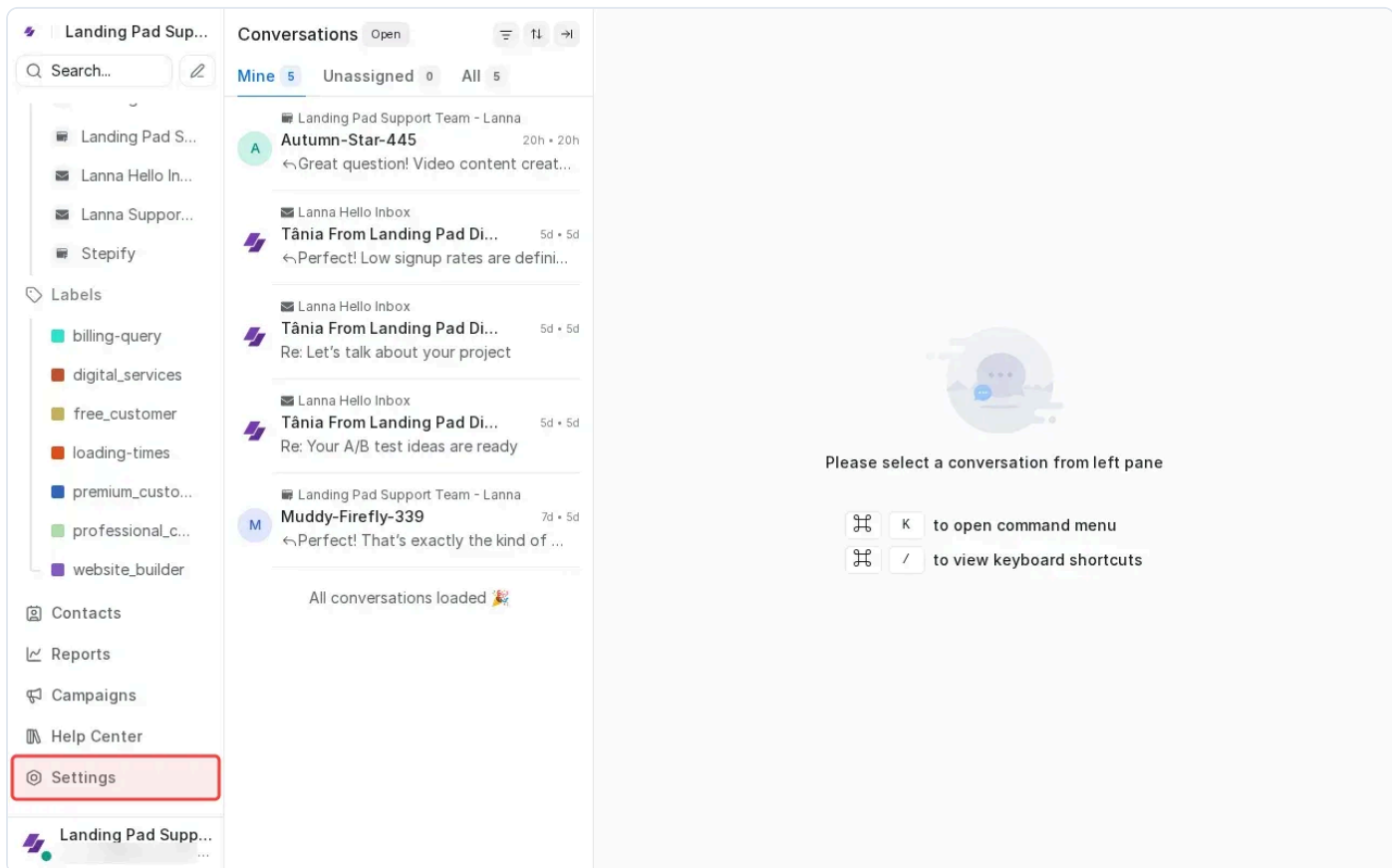
The screenshot shows the Landing Pad Support interface. The left sidebar contains a search bar, a list of filters (customer support, development team, sales team), a list of channels (Landing Pad S..., Lanna Hello In..., Lanna Suppor..., Stepify), a list of labels (billing-query, digital_services, free_customer, loading-times, premium_custo..., professional_c..., website_builder), and a list of contacts (Landing Pad Supp...). The main area displays a list of conversations under the 'Conversations' tab. The list includes conversations from 'Landing Pad Support Team - Lanna' and 'Lanna Hello Inbox'. The first conversation is 'Autumn-Star-445' with a subject 'Great question! Video content creat...'. The second conversation is 'Tânia From Landing Pad Di...' with a subject 'Perfect! Low signup rates are defini...'. The third conversation is 'Tânia From Landing Pad Di...' with a subject 'Let's talk about your project'. The fourth conversation is 'Tânia From Landing Pad Di...' with a subject 'Your A/B test ideas are ready'. The fifth conversation is 'Muddy-Firefly-339' with a subject 'Perfect! That's exactly the kind of ...'. The bottom of the list shows 'All conversations loaded' with a loading spinner.

Please select a conversation from left pane

 K to open command menu


 / to view keyboard shortcuts


3 Click Settings in sidebar to open settings menu.



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Please select a conversation from left pane

 K to open command menu

 / to view keyboard shortcuts

4 Click 'Canned Responses' in the settings submenu.

The screenshot shows the 'Account settings' page. On the left sidebar, the 'Settings' menu is expanded, and 'Canned Responses' is highlighted with a red box. The main content area is titled 'Account settings' and contains a 'General settings' section. This section includes fields for 'Account name' (Landing Pad Support Account), 'Site language' (English (en)), and 'Incoming Email Domain'. Below these is a note about conversation continuity. The 'Support Email' field is also present, with an 'Update settings' button below it. At the bottom, there is a toggle for 'Auto-resolve conversations' (which is turned on) and a section for 'Inactivity duration' set to 7 days.

Account settings

General settings

Account name
Landing Pad Support Account

Site language
English (en)

Incoming Email Domain

Conversation continuity with emails is enabled for your account. You can receive emails in your custom domain now.

Support Email
Landing Pad Support Team

Update settings

Auto-resolve conversations ☒

This configuration would allow you to automatically resolve the conversation after a certain period of inactivity.

Inactivity duration
7 Days

5 Click 'Canned Responses' in settings submenu.

The screenshot shows the 'Inboxes' page. On the left sidebar, the 'Settings' menu is expanded, and 'Canned Responses' is highlighted with a red box. The main content area is titled 'Inboxes' and includes a description of channels. A list of inboxes is displayed, each with an icon, name, source, and action buttons (gear and trash). An 'Add Inbox' button is in the top right corner.

Inboxes [Add Inbox](#)

A channel is the mode of communication your customer chooses to interact with you. An inbox is where you manage interactions for a specific channel. It can include communications from various sources such as email, live chat, and social media.

	Landing Pad Support Team - Lanna Website		
	Landing Pad Support Team - Lanna User Guide Website		
	Lanna Hello Inbox Email		
	Lanna Support Email Email		
	Stepify Website		

6 Click 'Canned Responses' in settings submenu.

The screenshot displays the Stepify application interface. On the left, a sidebar menu is visible with the 'Settings' option expanded, and 'Canned Responses' highlighted with a red rectangular box. The main content area is titled 'Inboxes' and includes a brief explanation of what an inbox is. Below this, a list of five inboxes is shown, each with a channel icon, name, source, and action icons for settings and deletion.

Channel Icon	Name	Source	Settings Icon	Delete Icon
	Landing Pad Support Team - Lanna	Website		
	Landing Pad Support Team - Lanna User Guide	Website		
	Lanna Hello Inbox	Email		
	Lanna Support Email	Email		
	Stepify	Website		