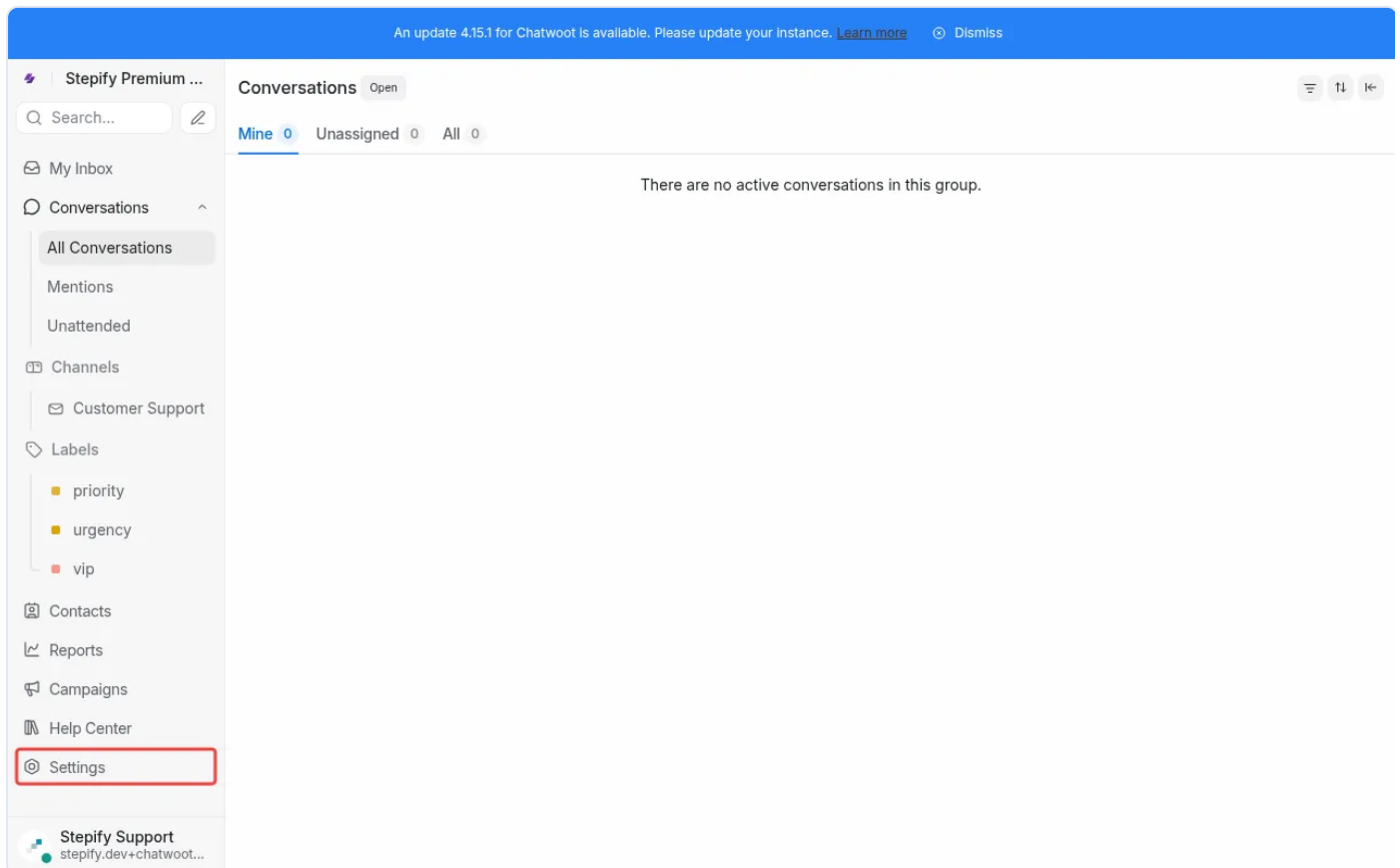


Create a new canned response called Greeting with the message Hello, how can we help you today?

Chatwoot 6 steps · 18s

1 Click Settings in the left sidebar



2 Click Canned Responses in the Settings sidebar

An update 4.15.1 for Chatwoot is available. Please update your instance. [Learn more](#) [Dismiss](#)

Stepify Premium ...

Search...

My Inbox

Conversations

Contacts

Reports

Campaigns

Help Center

Settings

Account Settings

Agents

Teams

Inboxes

Labels

Custom Attributes

Automation

Bots

Macros

Canned Respon...

Stepify Support
stepify.dev+chatwoot...

Account settings

General settings

Account name

Stepify Premium 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

Updated Support Tee

Update settings

Account ID

This ID is required if you are building an API based integration

3 Copy

3 Click Add canned response to create a new response

An update 4.15.1 for Chatwoot is available. Please update your instance. [Learn more](#) [Dismiss](#)

Stepify Premium ...

Search...

Conversations

Reports

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Automation

Bots

Macros

Canned Respon...

Integrations

Conversation W...

Stepify Support
stepify.dev+chatwoot...

Canned Responses

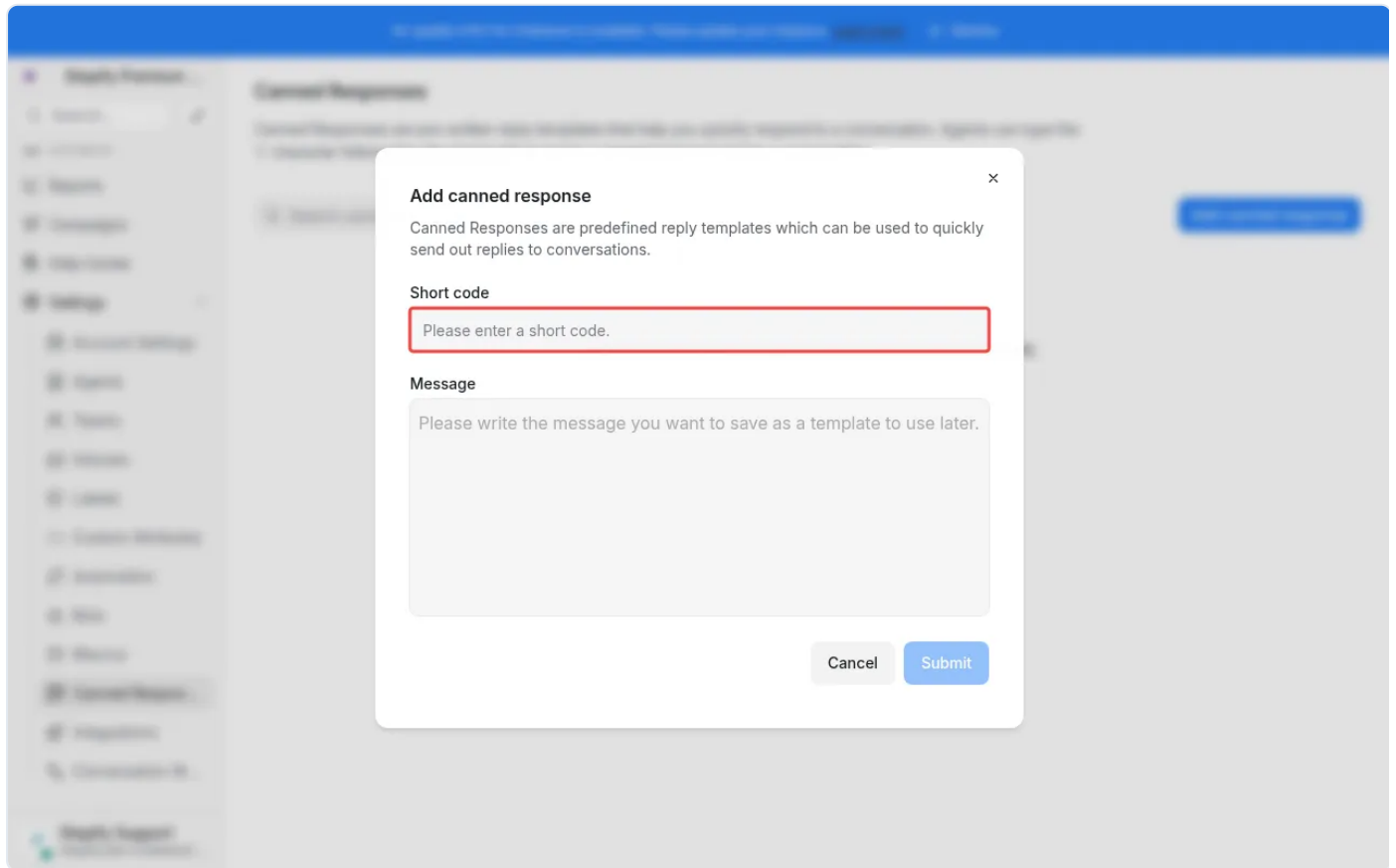
Canned Responses are pre-written reply templates that help you quickly respond to a conversation. Agents can type the '!' character followed by the shortcode to insert a canned response during a conversation.

Search canned response

Add canned response

There are no canned responses available in this account.

4 Enter Greeting in the Short code field



The screenshot shows a web application interface with a sidebar on the left containing navigation links like 'Search', 'Messages', 'Settings', and 'Canned Responses'. The main content area is titled 'Canned Responses'. A modal dialog box titled 'Add canned response' is open in the center. It contains a description of canned responses and two input fields: 'Short code' and 'Message'. The 'Short code' field is highlighted with a red border and contains the placeholder text 'Please enter a short code.'.

Add canned response ×

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

Short code

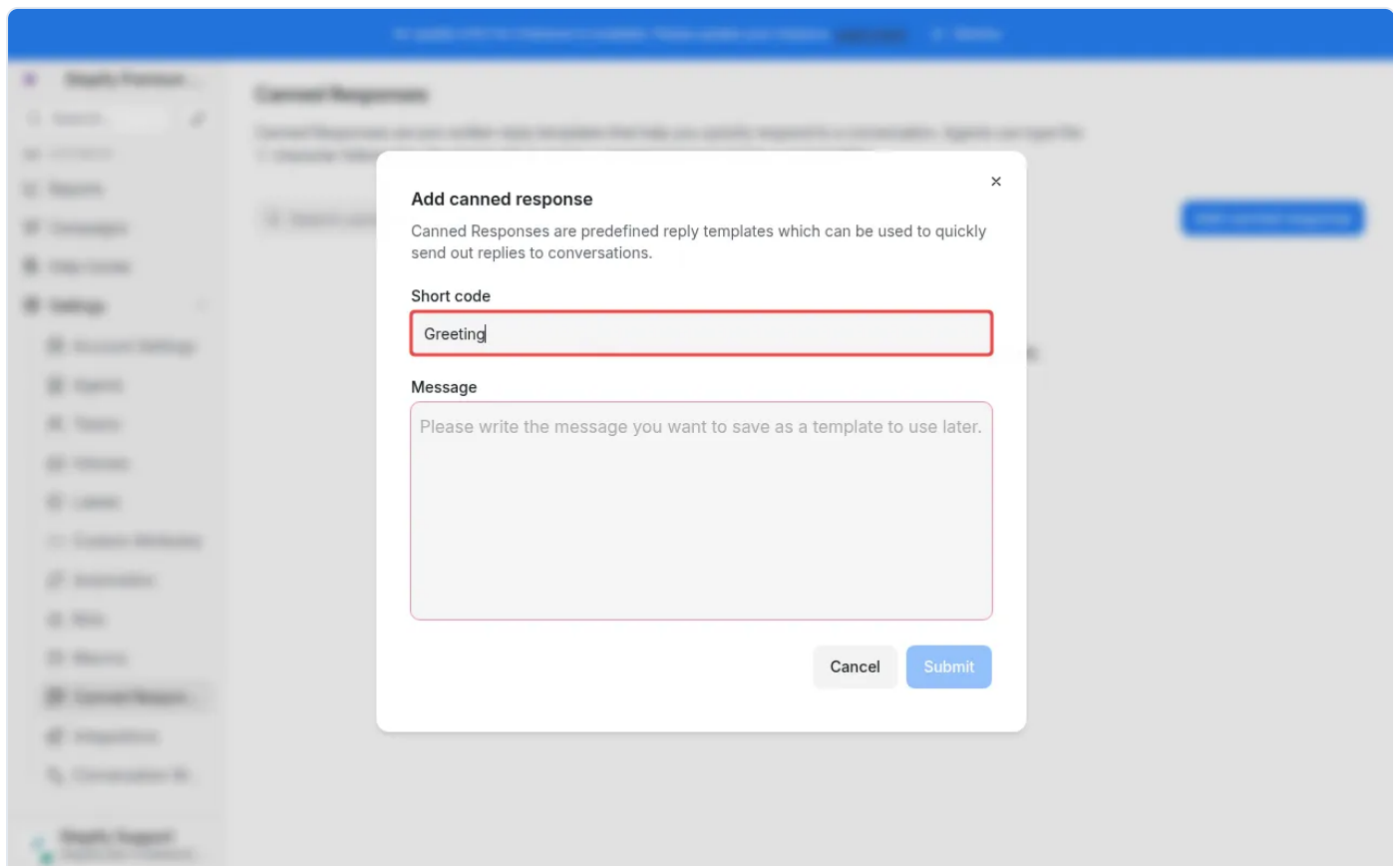
Please enter a short code.

Message

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

Cancel Submit

5 Enter the message for the canned response



This screenshot is identical to the previous one, but the 'Message' field is now highlighted with a red border. The 'Short code' field still contains the placeholder text 'Please enter a short code.'.

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 Click Submit to save the new canned response

Add canned response ×

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

Short code

Hello, how can we help you today?

Message

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

Cancel Submit