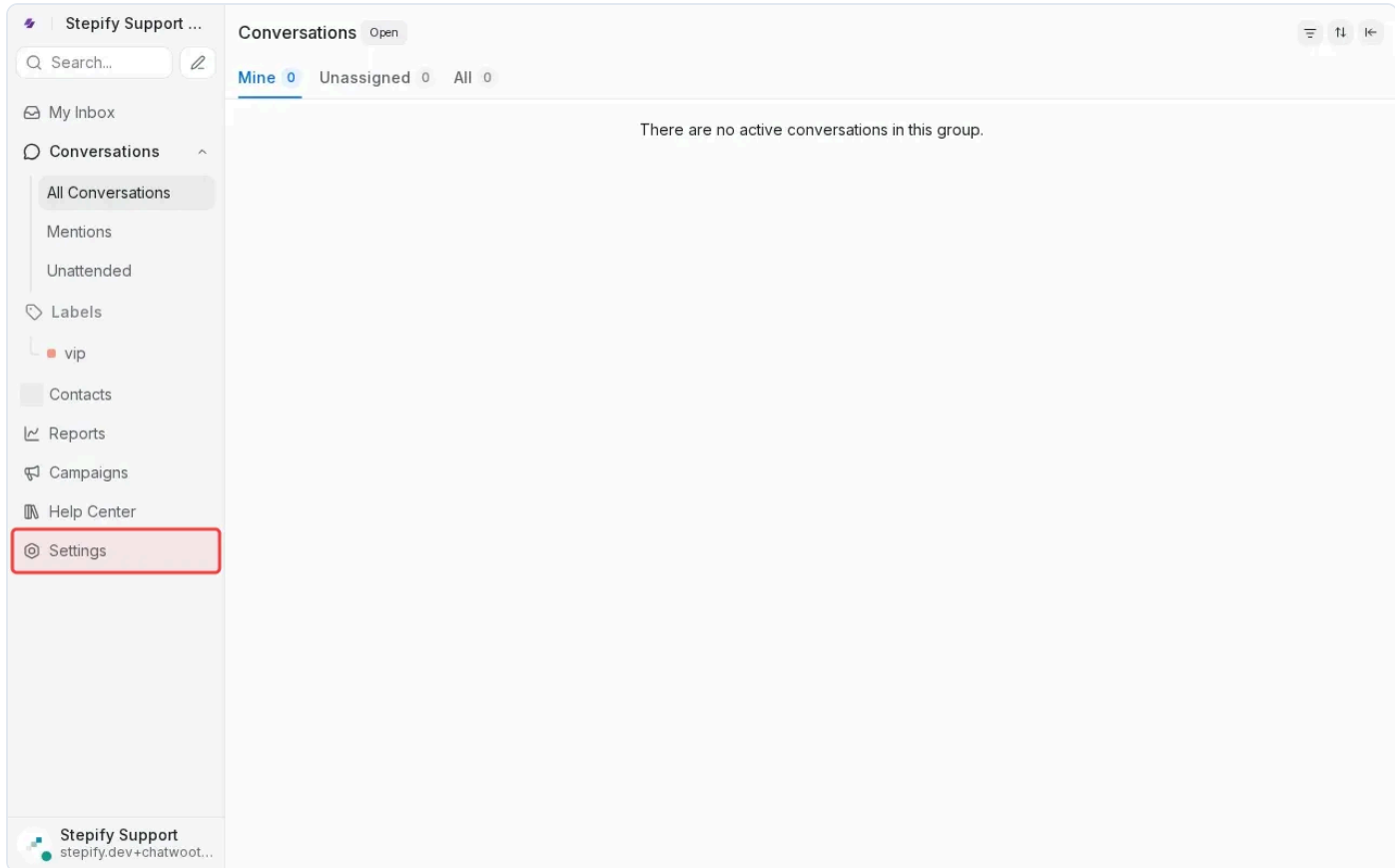


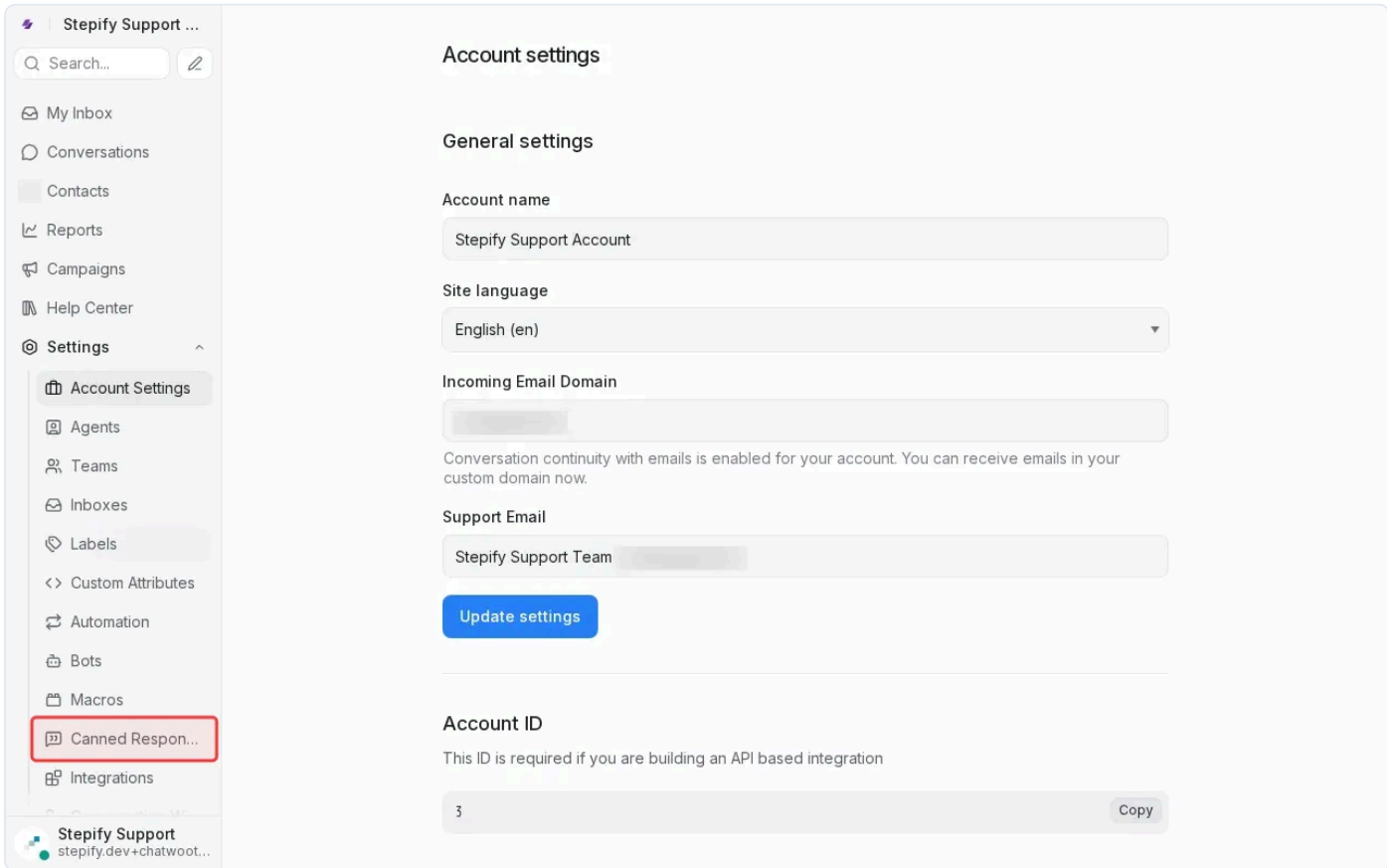
How to create a canned response in Chatwoot

Chatwoot 6 steps · 35s

1 Click 'Settings' in the sidebar to open settings.

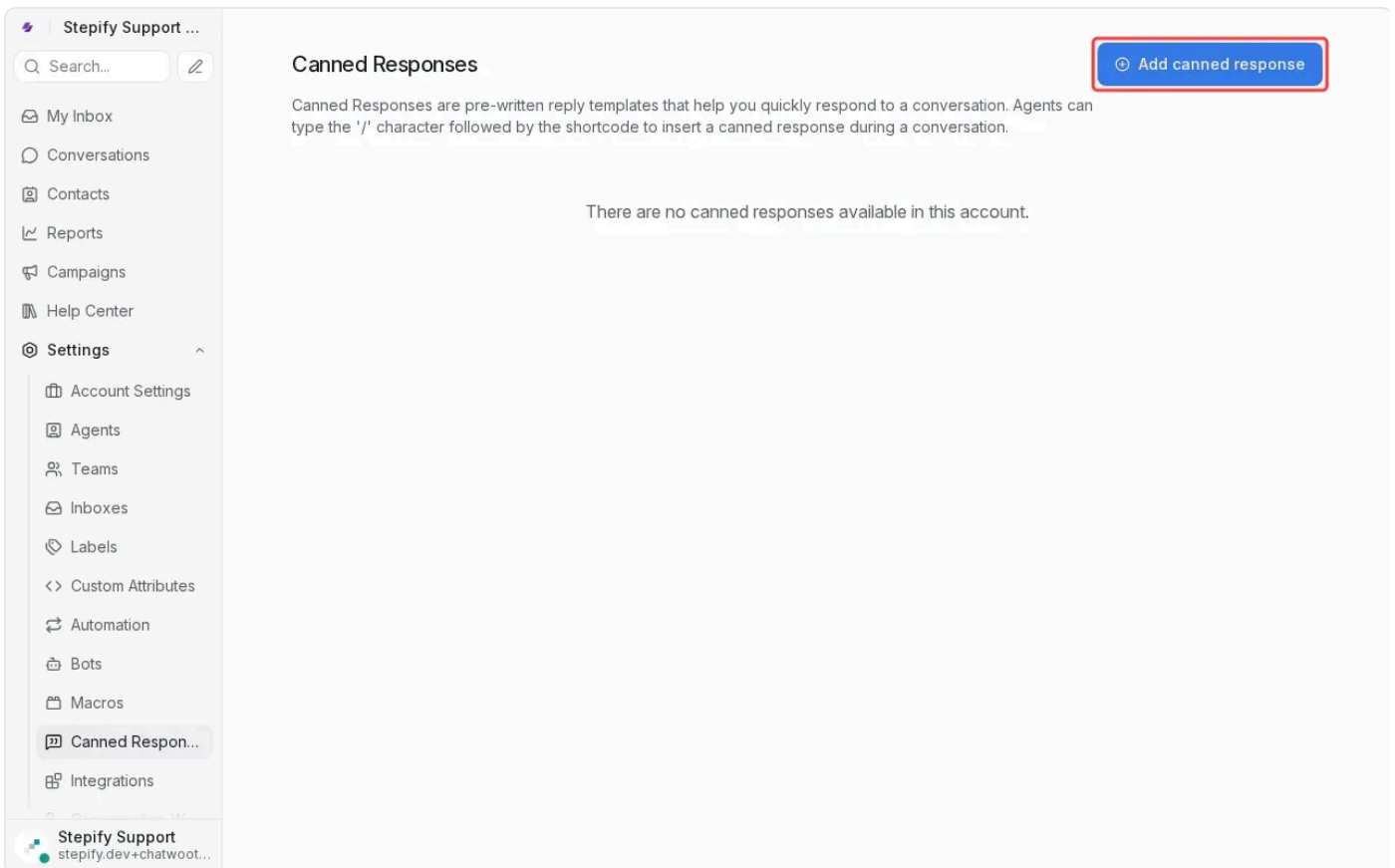


2 Click 'Canned Responses' in the settings menu.



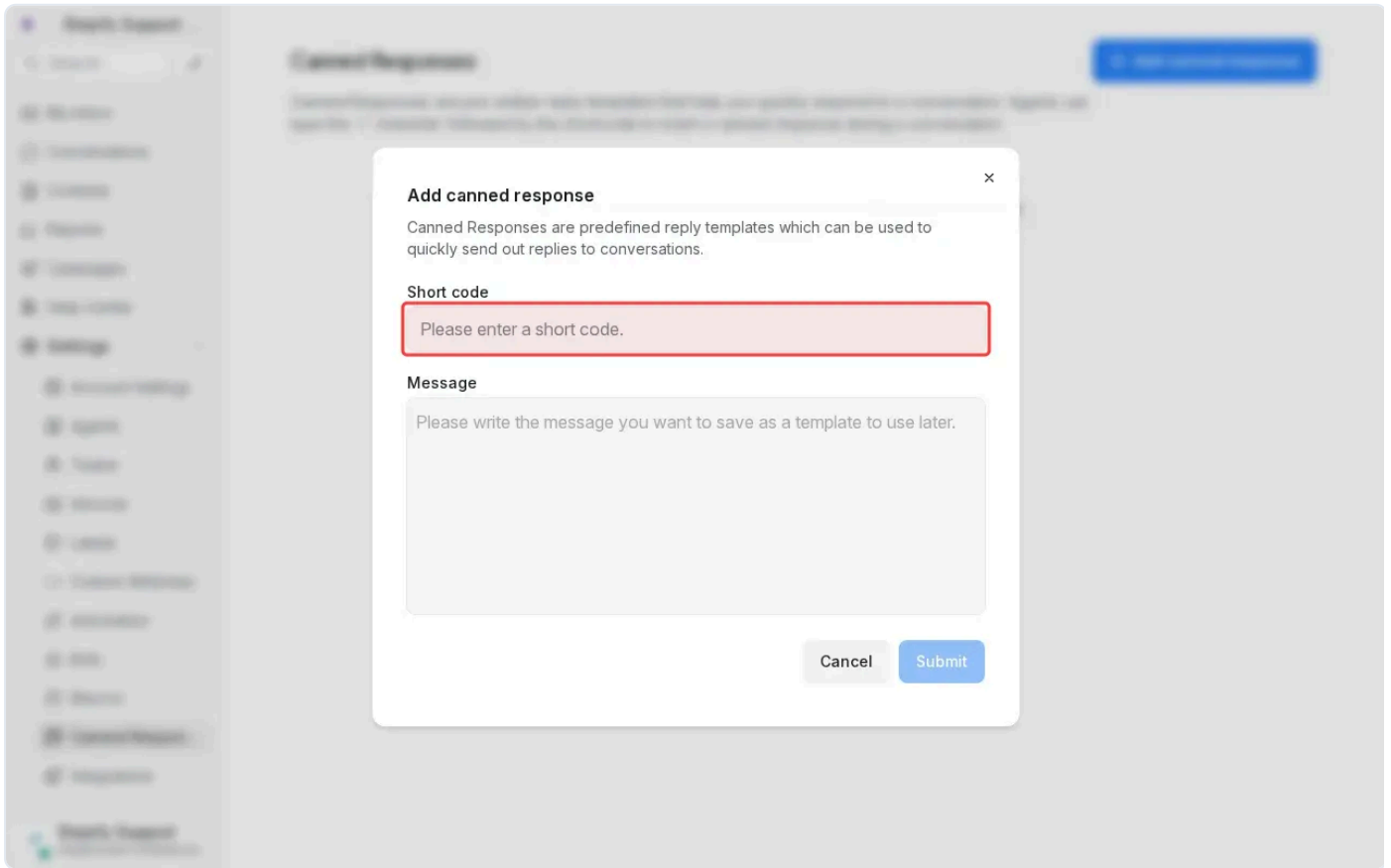
The screenshot shows the 'Account settings' page for a Stepify Support account. The left sidebar contains a search bar and a list of settings categories: My Inbox, Conversations, Contacts, Reports, Campaigns, Help Center, Settings, Account Settings, Agents, Teams, Inboxes, Labels, Custom Attributes, Automation, Bots, Macros, Canned Responses (highlighted with a red box), and Integrations. The main content area is titled 'Account settings' and includes sections for 'General settings' (Account name: Stepify Support Account, Site language: English (en)), 'Incoming Email Domain' (with a note about conversation continuity), 'Support Email' (Stepify Support Team), and 'Account ID' (3, with a Copy button).

3 Click 'Add canned response' to open form.

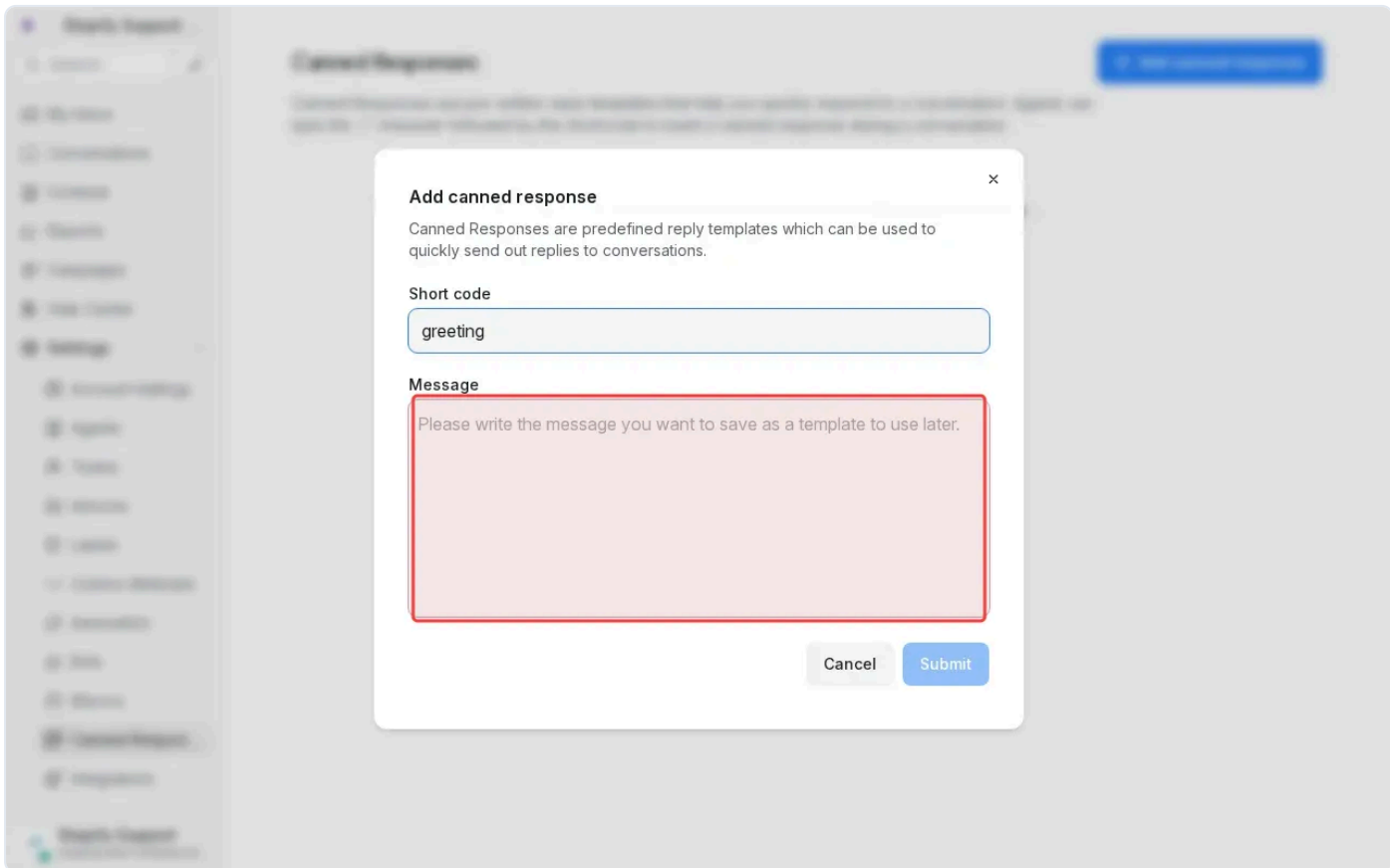


The screenshot shows the 'Canned Responses' page. The left sidebar is identical to the previous screenshot, with 'Canned Responses' highlighted. The main content area is titled 'Canned Responses' and includes a blue button with a plus icon and the text 'Add canned response' (highlighted with a red box). Below the title, there is a paragraph explaining that canned responses are pre-written reply templates and that agents can use the '/' character followed by a shortcode to insert a response. A message in the center states: 'There are no canned responses available in this account.'

4 Type 'greeting' in the short code field.



5 Type greeting message in the content textarea.



6 Click 'Submit' to save the canned response.

