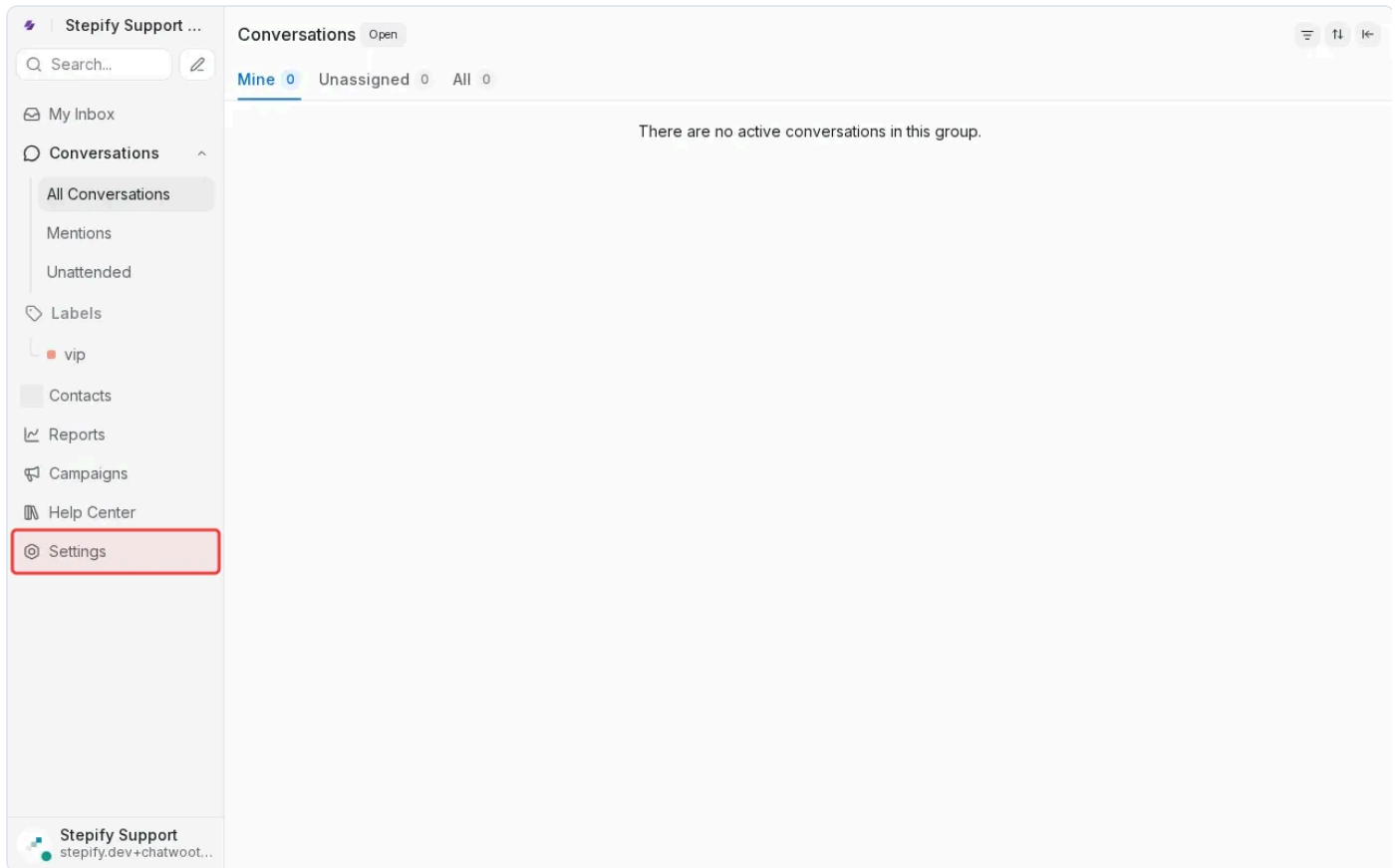


# How to create a canned response in Chatwoot

Chatwoot 6 steps · 35s

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



## 2 Click 'Canned Responses' in the settings menu.

Stepify Support ...

Search...

My Inbox

Conversations

Contacts

Reports

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Help Center

Settings

Account Settings

Agents

Teams

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Labels

Custom Attributes

Automation

Bots

Macros

**Canned Respon...**

Integrations

Stepify Support  
stepify.dev+chatwoot...

### Account settings

#### General settings

Account name

Stepify 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

Stepify Support Team

Update settings

#### Account ID

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

3

Copy

## 3 Click 'Add canned response' to open form.

Stepify Support ...

Search...

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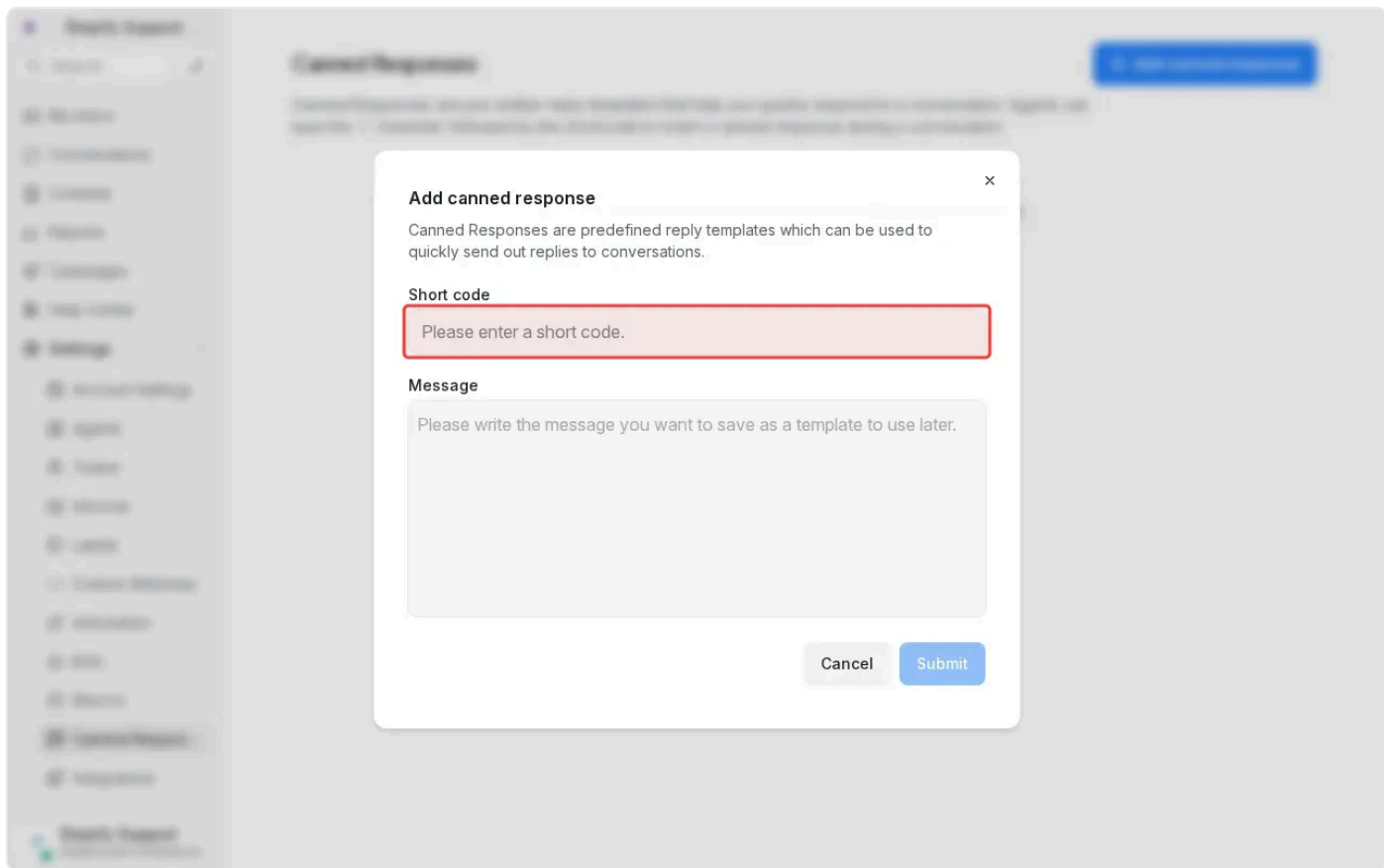
### Canned Responses

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.

There are no canned responses available in this account.

Add canned response

#### 4 Type 'greeting' in the short code field.



The screenshot shows a web application interface with a sidebar on the left containing various settings and management options. The main content area is titled 'Canned Responses'. A modal dialog box titled 'Add canned response' is open in the center. The dialog 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**

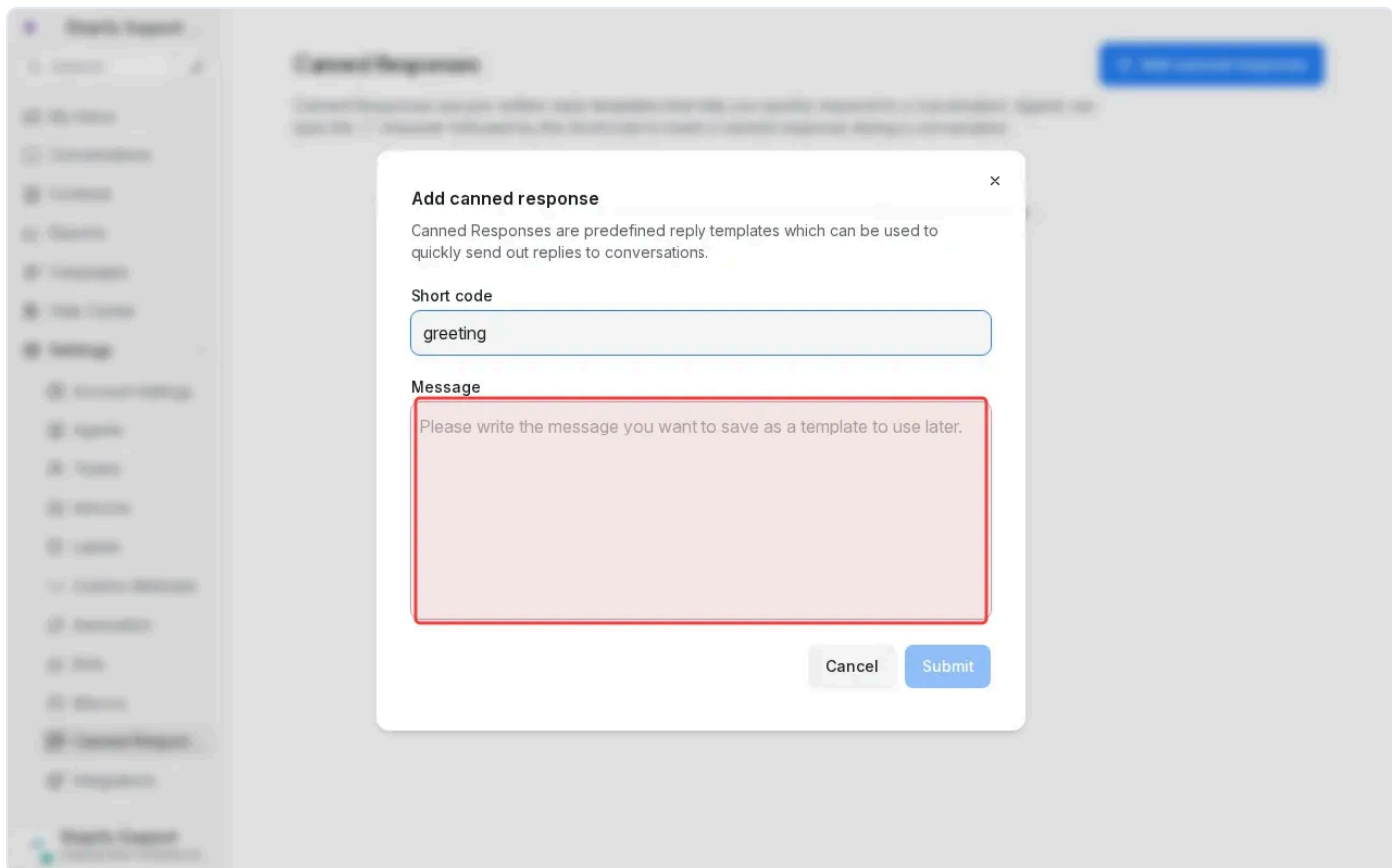
Please enter a short code.

**Message**

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

Cancel Submit

#### 5 Type greeting message in the content textarea.



This screenshot is similar to the previous one, showing the 'Add canned response' dialog box. In this step, the 'Short code' field now contains the text 'greeting'. The 'Message' field is highlighted with a red border and contains the placeholder text 'Please write the message you want to save as a template to use later.'.

**Add canned response**

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

**Short code**

greeting

**Message**

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

Cancel Submit

6 Click 'Submit' to save the canned response.

**Add canned response** ×

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

**Short code**

greeting

**Message**

Hello, how can we help you?

Cancel Submit