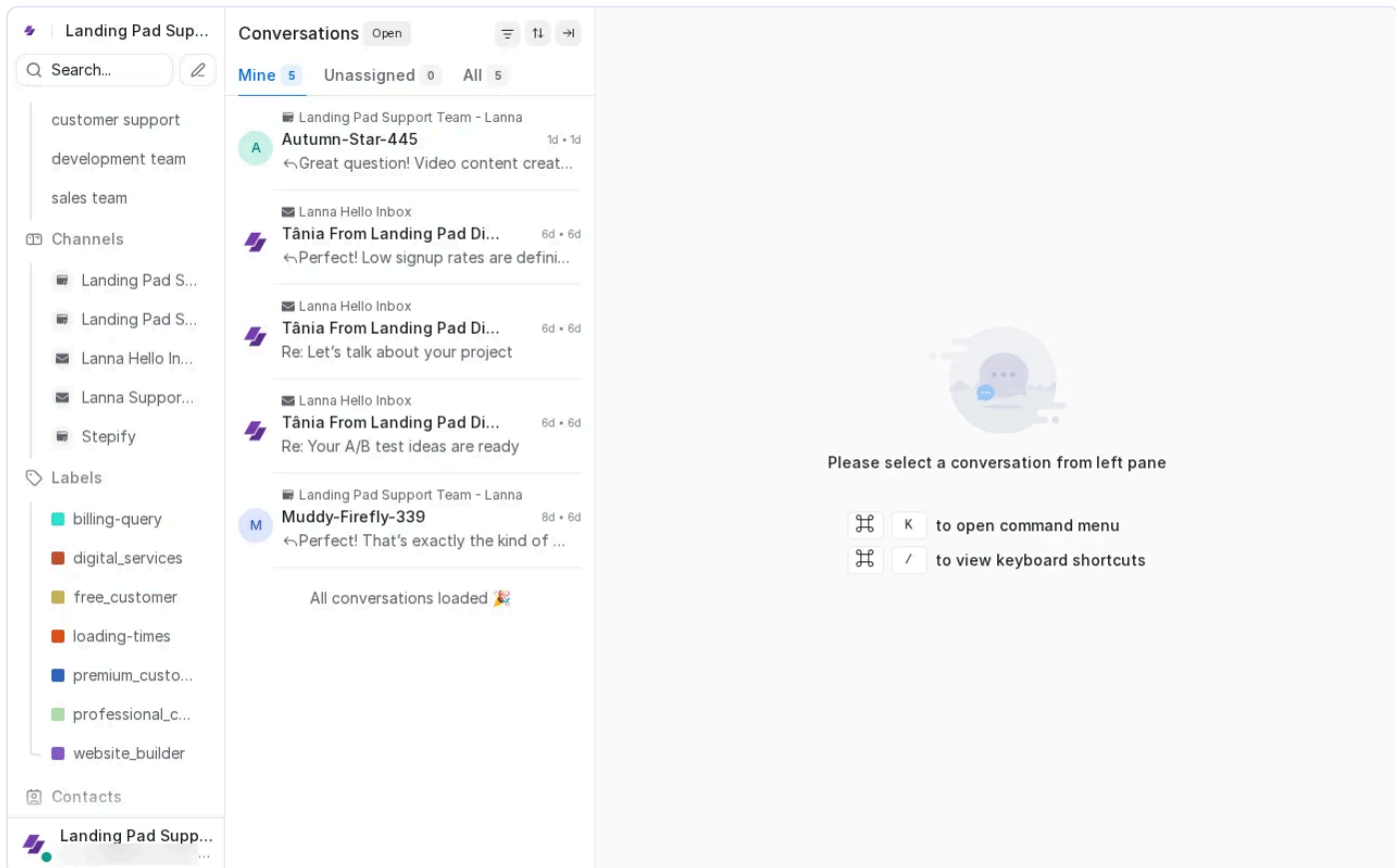


How to create a new canned response called Thank You in Chatwoot

Chatwoot 6 steps · 45s

1 Scroll to reveal Settings gear icon at bottom.



The screenshot displays the Chatwoot web interface. On the left, a sidebar contains navigation links for 'customer support', 'development team', 'sales team', 'Channels', 'Labels', and 'Contacts'. The 'Channels' section is expanded, showing a list of channels including 'Landing Pad S...', 'Lanna Hello In...', 'Lanna Suppor...', and 'Stepify'. The 'Labels' section is also expanded, showing various labels like 'billing-query', 'digital_services', 'free_customer', 'loading-times', 'premium_custo...', 'professional_c...', and 'website_builder'. The main area shows a list of conversations under the 'Conversations' tab. The first conversation is from 'Landing Pad Support Team - Lanna' with the name 'Autumn-Star-445' and a message 'Great question! Video content creat...'. The second conversation is from 'Lanna Hello Inbox' with the name 'Tânia From Landing Pad Di...' and a message 'Perfect! Low signup rates are defini...'. The third conversation is from 'Lanna Hello Inbox' with the name 'Tânia From Landing Pad Di...' and a message 'Re: Let's talk about your project'. The fourth conversation is from 'Lanna Hello Inbox' with the name 'Tânia From Landing Pad Di...' and a message 'Re: Your A/B test ideas are ready'. The fifth conversation is from 'Landing Pad Support Team - Lanna' with the name 'Muddy-Firefly-339' and a message 'Perfect! That's exactly the kind of ...'. At the bottom of the conversation list, there is a message 'All conversations loaded' with a loading spinner icon. On the right side of the interface, there is a large empty space with a gear icon and the text 'Please select a conversation from left pane'. Below this, there are two keyboard shortcuts: 'K' to open command menu and '/' to view keyboard shortcuts.

2 Click Settings at bottom of sidebar.

The screenshot shows the Landing Pad Support interface. On the left sidebar, the 'Settings' option is highlighted with a red box. 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 'Settings' option is located at the bottom of the sidebar, below 'Help Center'.

Conversations Open

Search...

Labels

- billing-query
- digital_services
- free_customer
- loading-times
- premium_custo...
- professional_c...
- website_builder

Contacts

Reports

Campaigns

Help Center

Settings

Landing Pad Supp...

Conversations

Mine 5 Unassigned 0 All 5

Landing Pad Support Team - Lanna

Autumn-Star-445 1d • 1d

Great question! Video content creat...

Lanna Hello Inbox

Tânia From Landing Pad Di... 6d • 6d

Perfect! Low signup rates are defini...

Lanna Hello Inbox

Tânia From Landing Pad Di... 6d • 6d

Re: Let's talk about your project

Lanna Hello Inbox

Tânia From Landing Pad Di... 6d • 6d

Re: Your A/B test ideas are ready

Landing Pad Support Team - Lanna

Muddy-Firefly-339 8d • 6d

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

All conversations loaded 🎉

Please select a conversation from left pane

to open command menu

to view keyboard shortcuts

3 Click 'Add canned response' to open form.

The screenshot shows the Landing Pad Support interface with the 'Settings' option selected in the sidebar. The 'Canned Responses' section is displayed, showing a list of pre-written reply templates. The 'Add canned response' button is highlighted with a red box. The list includes templates for greeting, angry, busy, greeting, hi, and hi-again.

Landing Pad Supp...

Search...

Conversations

Contacts

Reports

Campaigns

Help Center

Settings

- Account Setti...
- Agents
- Teams
- Inboxes
- Labels
- Custom Attrib...
- Automation
- Bots
- Macros
- Canned Respo...**
- Integrations

Landing Pad Supp...

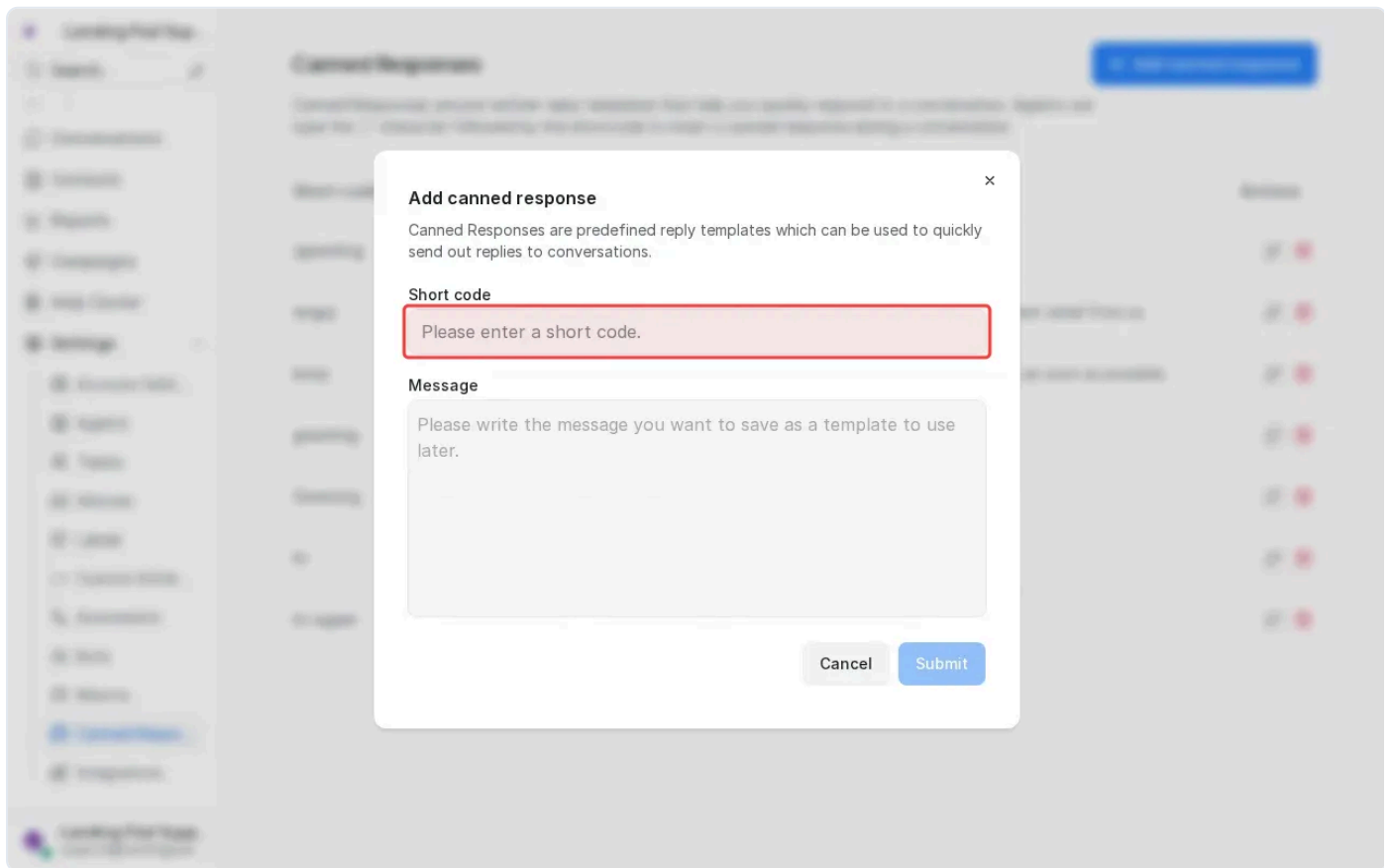
Canned Responses

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.

Add canned response

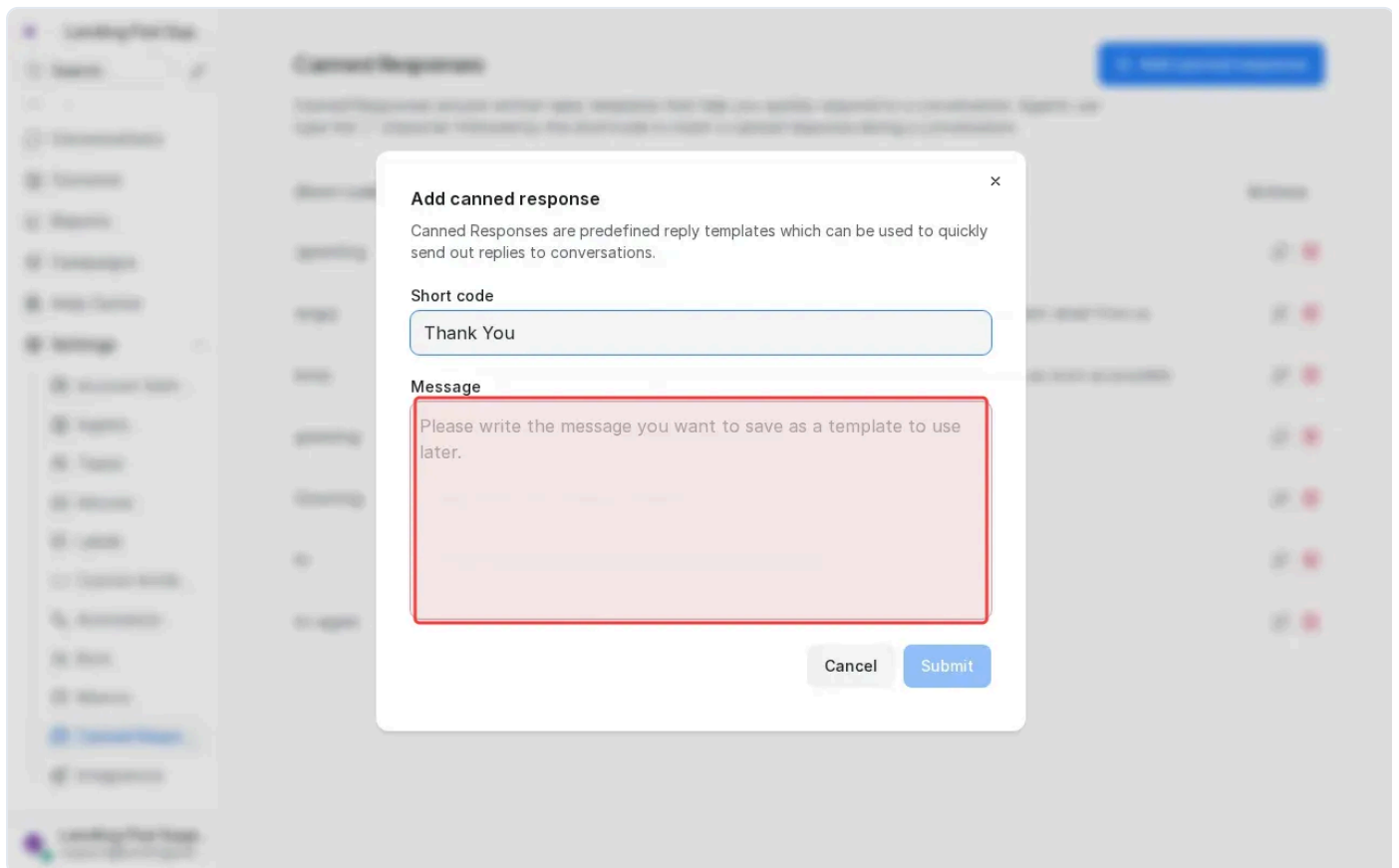
Short code	Content	Actions
/greeting	Hello! How can I help you today?	
angry	I apologise for the experience. I have raised a ticket for that. Please wait for the next email from us.	
busy	We're sorry, but all of our agents are busy right now. One of them will be with you as soon as possible.	
greeting	Thank you	
Greeting	Hello, how can we help you today?	
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?	

4 Type 'Thank You' in the short code field.



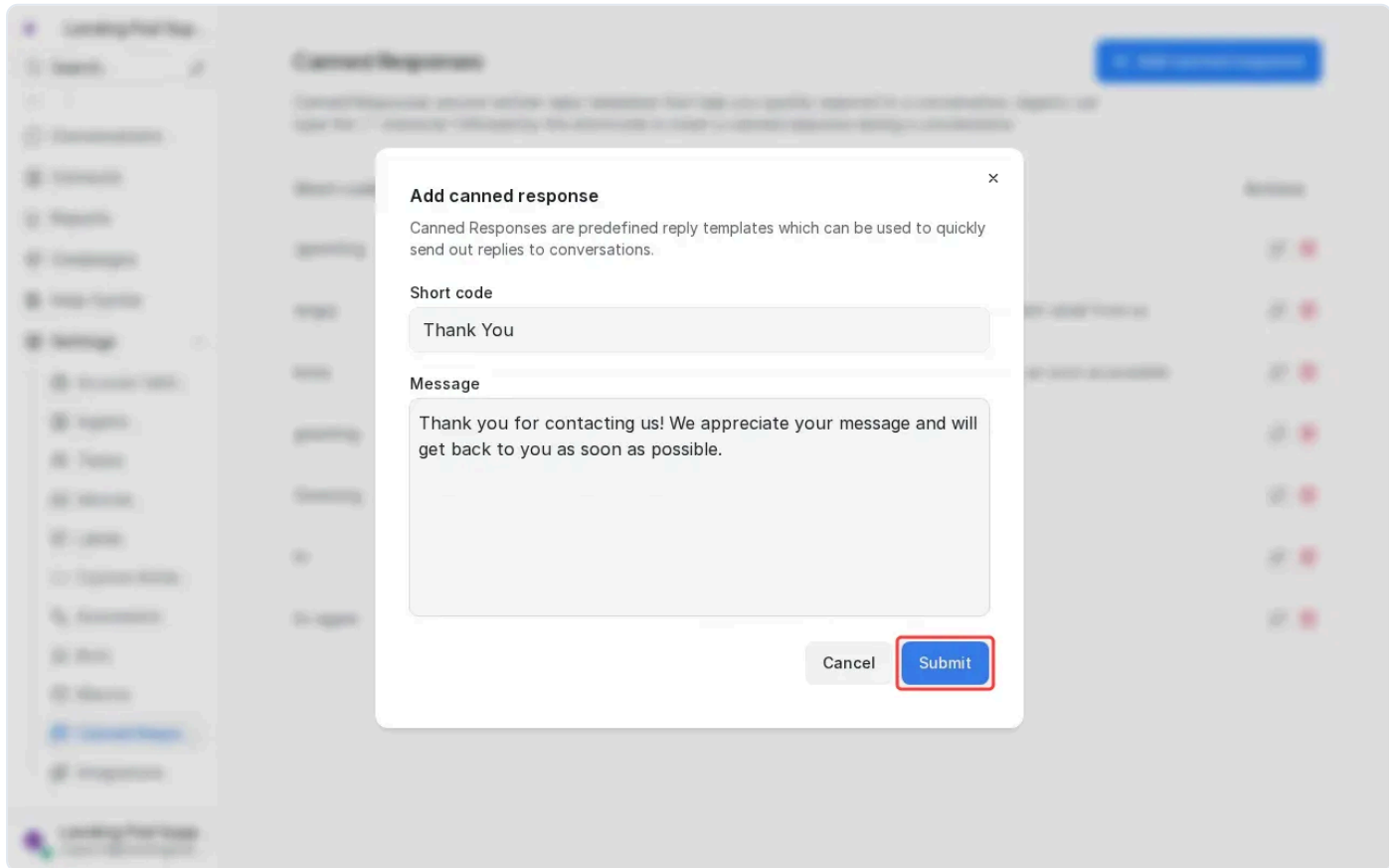
The screenshot shows a web application interface with a sidebar on the left containing navigation links like 'Search', 'Dashboard', 'Reports', 'Messages', 'New Contact', and 'Settings'. The main area is titled 'Canned Responses'. A modal dialog box titled 'Add canned response' is open in the center. It contains a description: 'Canned Responses are predefined reply templates which can be used to quickly send out replies to conversations.' Below this, there are two input fields. The first is labeled 'Short code' and contains the placeholder text 'Please enter a short code.'; this field is highlighted with a red border. The second is labeled 'Message' and contains the placeholder text 'Please write the message you want to save as a template to use later.' At the bottom right of the dialog are 'Cancel' and 'Submit' buttons.

5 Type thank you message in the content textarea.



This screenshot is similar to the previous one, showing the same 'Add canned response' dialog box. However, the 'Short code' field now contains the text 'Thank You'. The 'Message' field, which has the placeholder text 'Please write the message you want to save as a template to use later.', is now highlighted with a red border. The 'Cancel' and 'Submit' buttons remain at the bottom right.

6 Click 'Submit' to save the canned response.



The screenshot shows a web application interface with a sidebar on the left containing navigation links like 'Dashboard', 'Users', 'Groups', 'Settings', and 'Canned Responses'. The main area is titled 'Canned Responses' and contains a table with columns for 'Short code', 'Message', and 'Status'. A modal dialog box titled 'Add canned response' is open in the center. It includes a description of canned responses, a 'Short code' input field with the text 'Thank You', and a 'Message' text area with the text 'Thank you for contacting us! We appreciate your message and will get back to you as soon as possible.' At the bottom of the dialog are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red rectangle.

Add canned response ×

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

Short code

Thank You

Message

Thank you for contacting us! We appreciate your message and will get back to you as soon as possible.

Cancel Submit