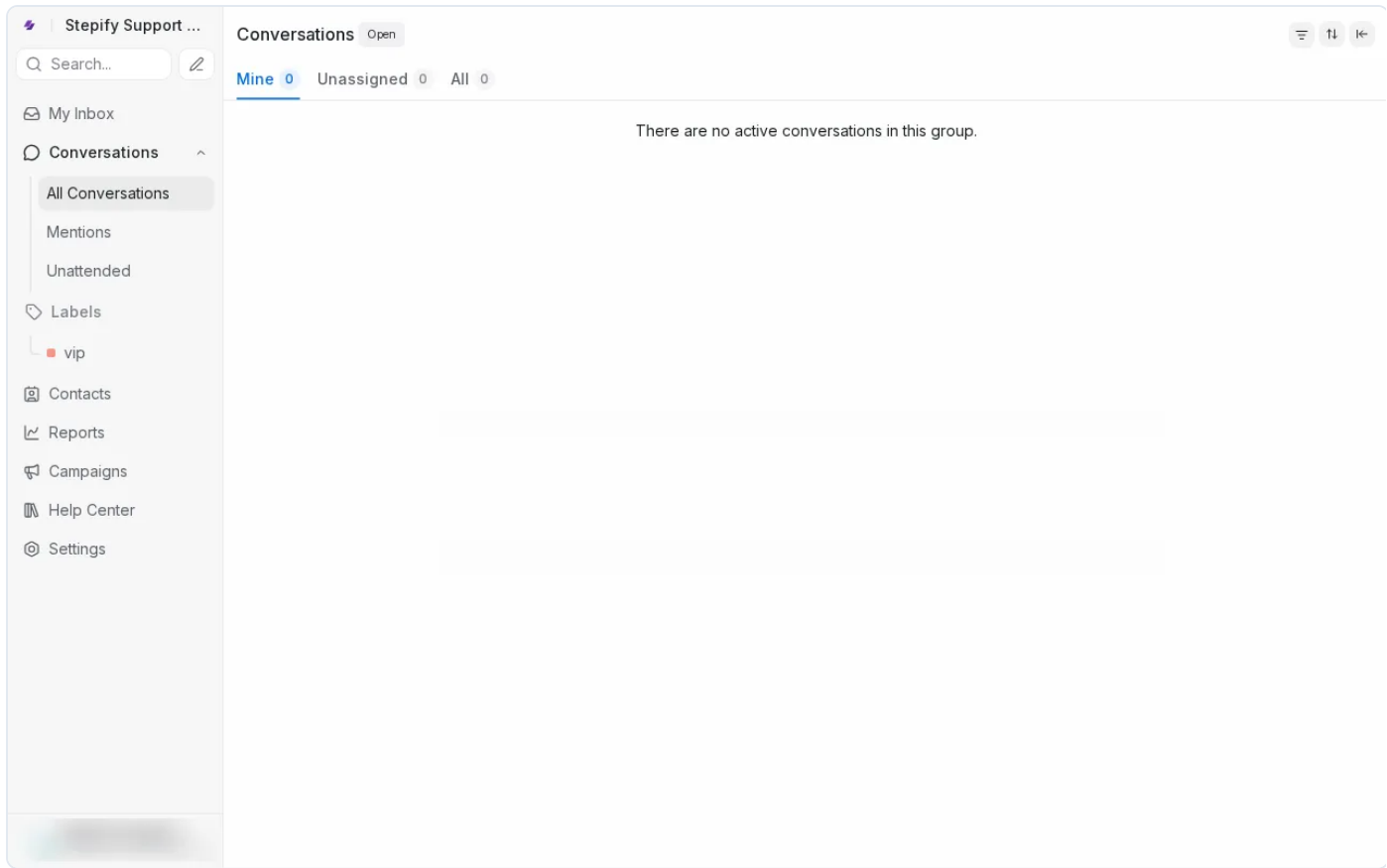


Create a canned response

Chatwoot 8 steps

1 Open Settings from the sidebar



2 Navigate to Canned Responses in Settings

The screenshot shows the 'Account settings' page for 'Stepify Support ...'. The left sidebar contains a search bar and a list of navigation items: My Inbox, Conversations, Contacts, Reports, Campaigns, Help Center, Settings (expanded), Account Settings (selected), Agents, Teams, Inboxes, Labels, Custom Attributes, Automation, Bots, Macros, Canned Respon..., 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: hello@stepify.it, Support Email: Stepify Support Team <hello@stepify.it>), and 'Account ID' (3). A 'Copy' button is next to the Account ID. An 'Update settings' button is located below the Support Email field.

Account settings

General settings

Account name
Stepify Support Account

Site language
English (en)

Incoming Email Domain
hello@stepify.it

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

Support Email
Stepify Support Team <hello@stepify.it>

[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 the form

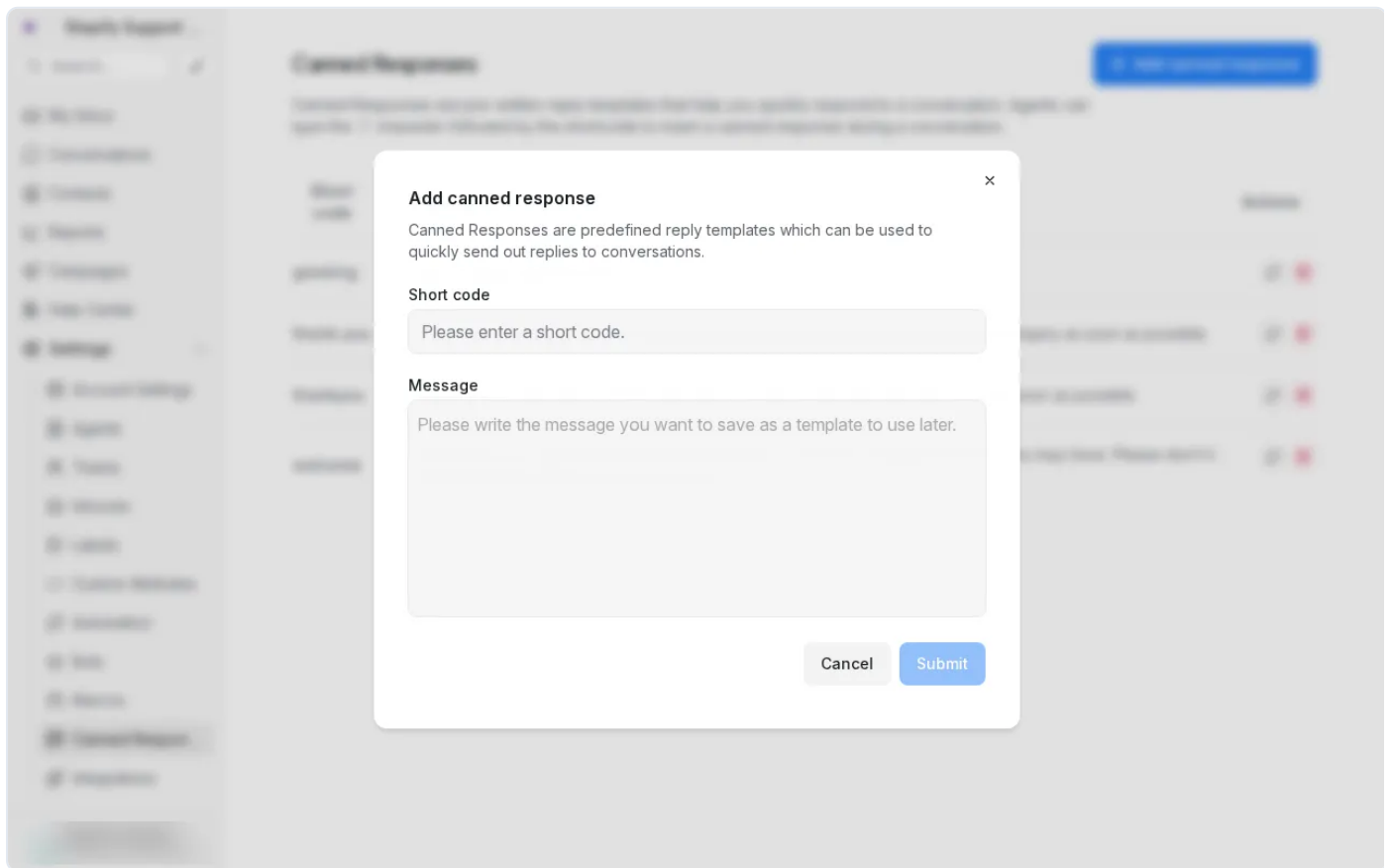
The screenshot shows the 'Canned Responses' page for 'Stepify Support ...'. The left sidebar is identical to the previous screenshot, with 'Canned Respon...' selected under the 'Settings' menu. The main content area is titled 'Canned Responses' and includes a description: 'Canned Responses are pre-written 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.' A blue 'Add canned response' button is in the top right. Below is a table with columns 'Short code', 'Content', and 'Actions'.

Canned Responses [Add canned response](#)

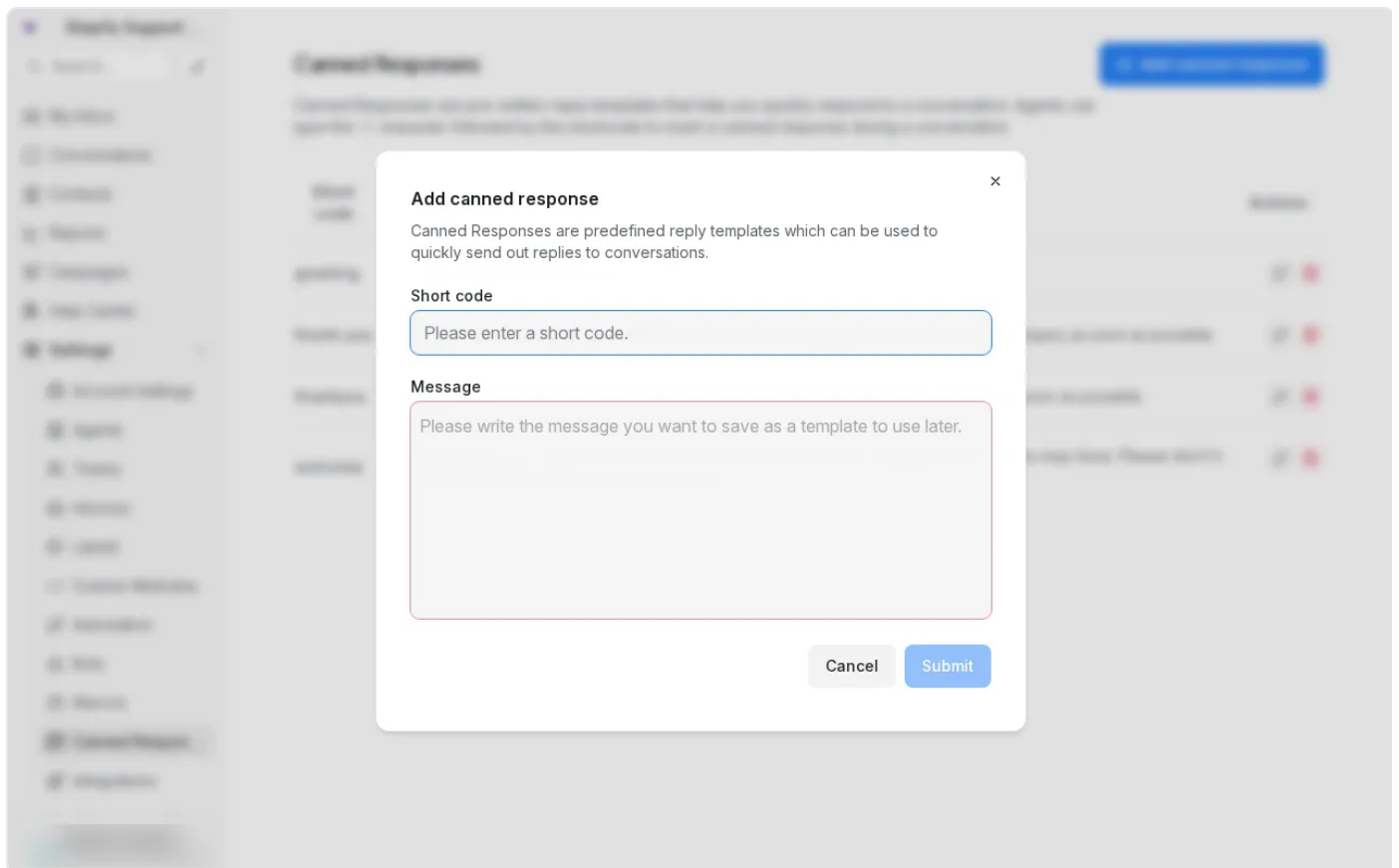
Canned Responses are pre-written reply templates that help you quickly respond to a conversation. Agents can type the '/' character followed by the shortcode to insert a canned response during a conversation.

Short code	Content	Actions
greeting	Hello, how can we help you?	Edit Delete
thank-you	Thank you for contacting us! We appreciate your message and will respond to your inquiry as soon as possible.	Edit Delete
thankyou	Thank you for contacting us! We appreciate your inquiry and will get back to you as soon as possible.	Edit Delete
welcome	Welcome to our support team! We're here to help you with any questions or issues you may have. Please don't hesitate to reach out if you need assistance.	Edit Delete

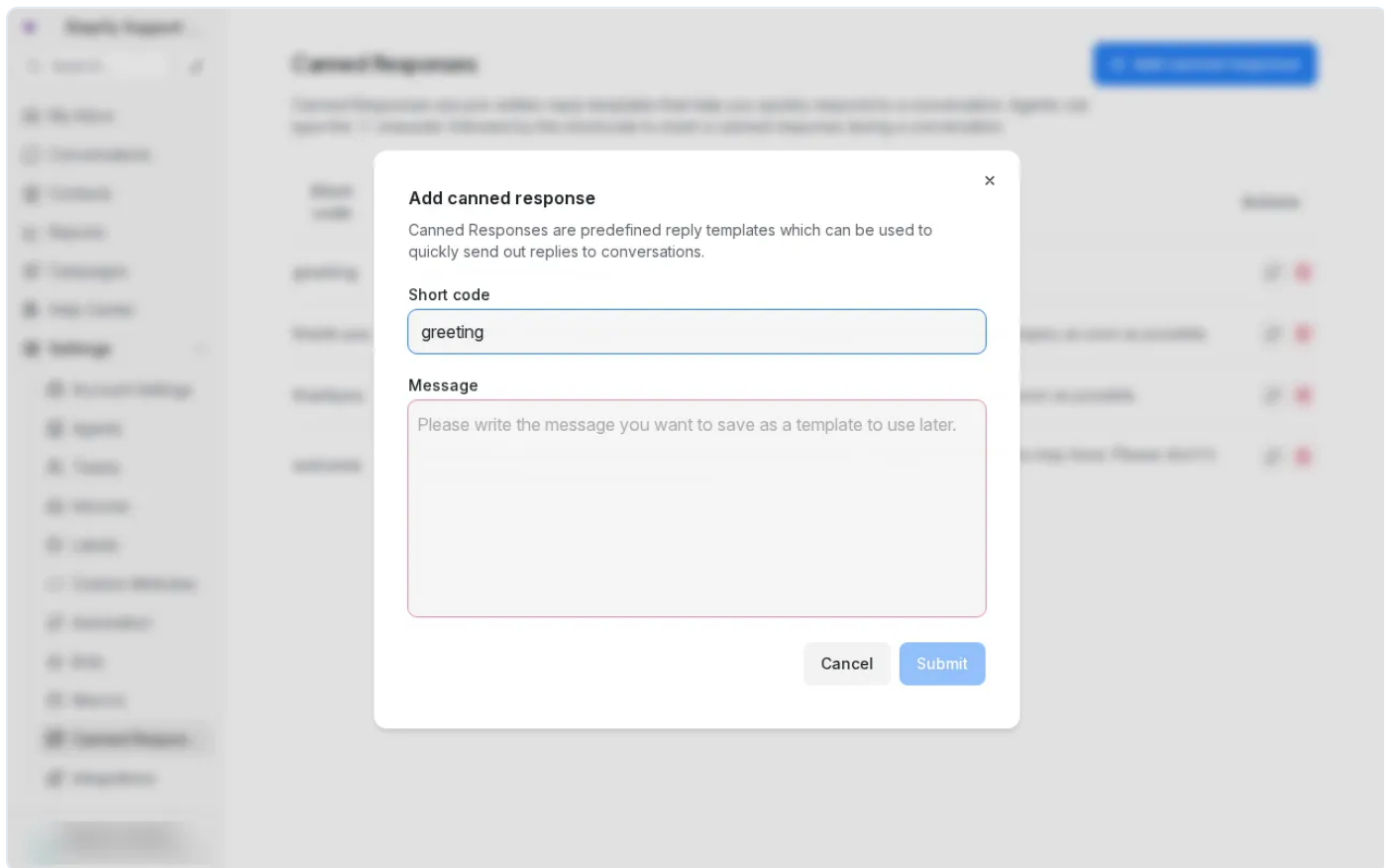
4 Click the Short Code field



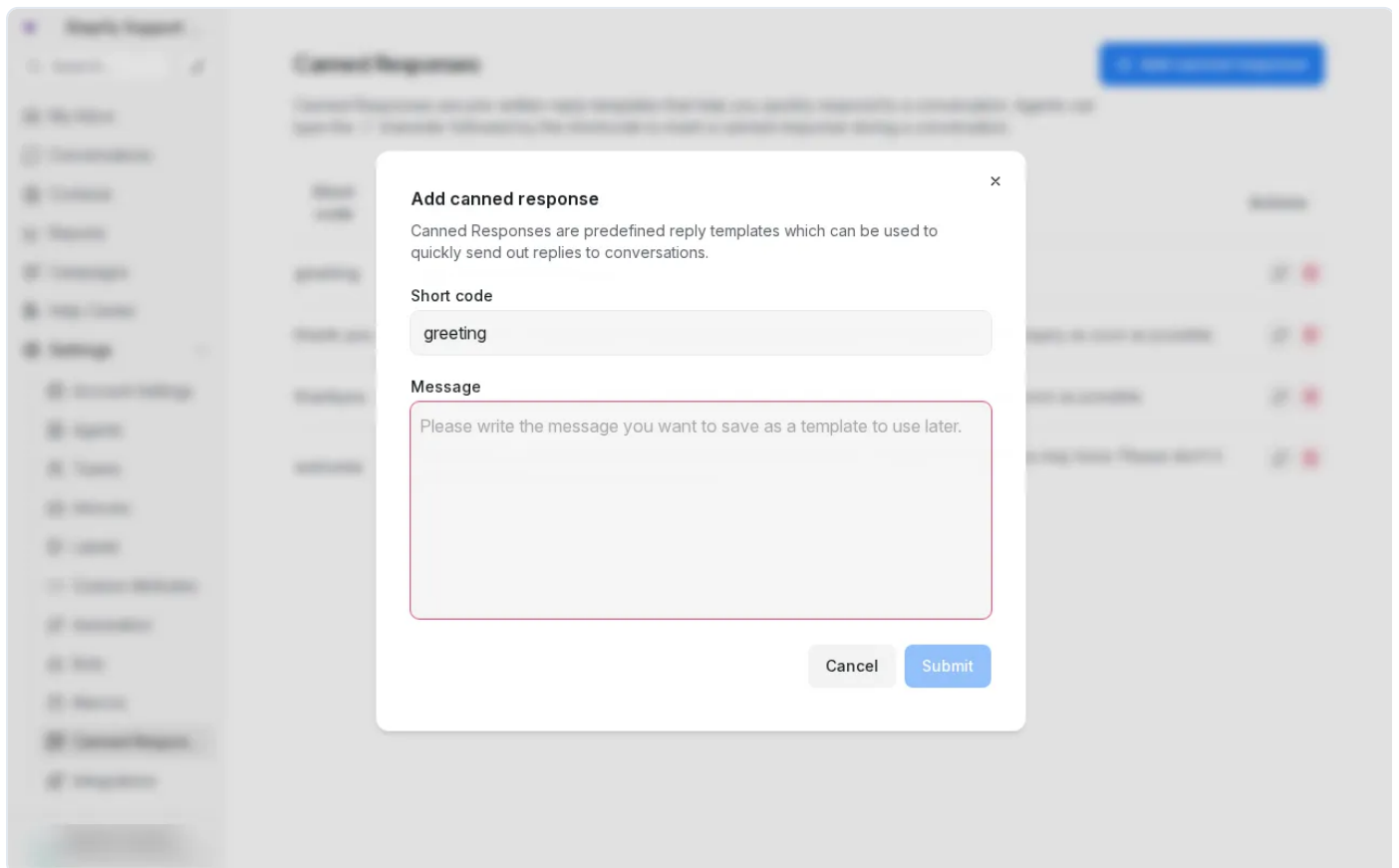
5 Type a short code for your canned response



6 Deselect the Short code field



7 Type your canned response message



8 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! Thank you for contacting us. How can I help you today?

Cancel Submit