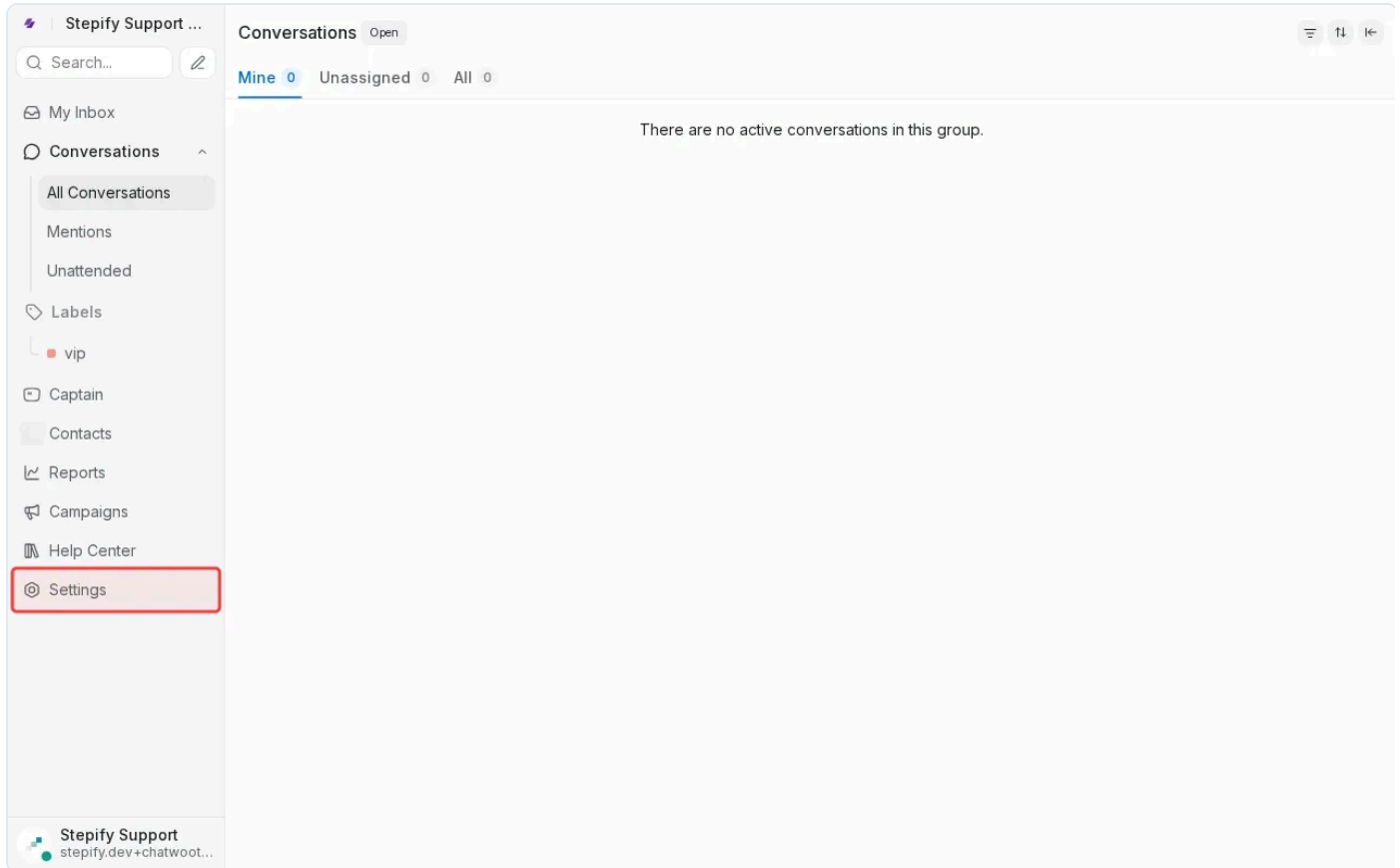


# How to create a canned response in Chatwoot

Chatwoot 7 steps · 42s

## 1 Click 'Settings' in sidebar to access configuration options.





## 2 Click 'Canned Responses' in settings submenu to access response management.

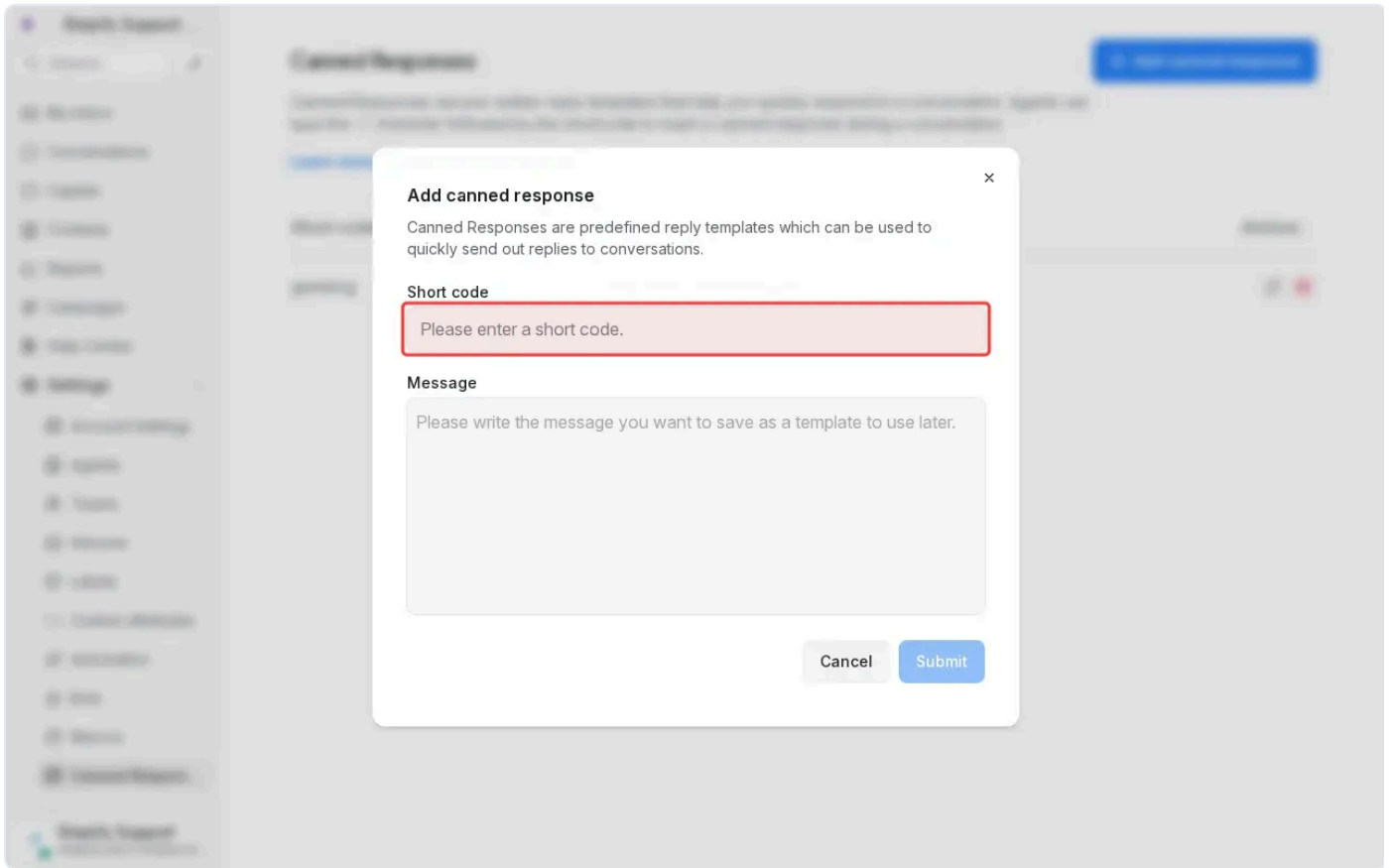
The screenshot shows the 'Account settings' page in the Stepify Support interface. The left sidebar contains a search bar and a list of settings categories: My Inbox, Conversations, Captain, Contacts, Reports, Campaigns, Help Center, Settings, Account Settings, Agents, Teams, Inboxes, Labels, Custom Attributes, Automation, Bots, Macros, and Canned Responses. The 'Canned Responses' option is highlighted with a red box. 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, Support Email (Stepify Support Team), and Account ID (3). A blue 'Update settings' button is visible below the Support Email field.

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

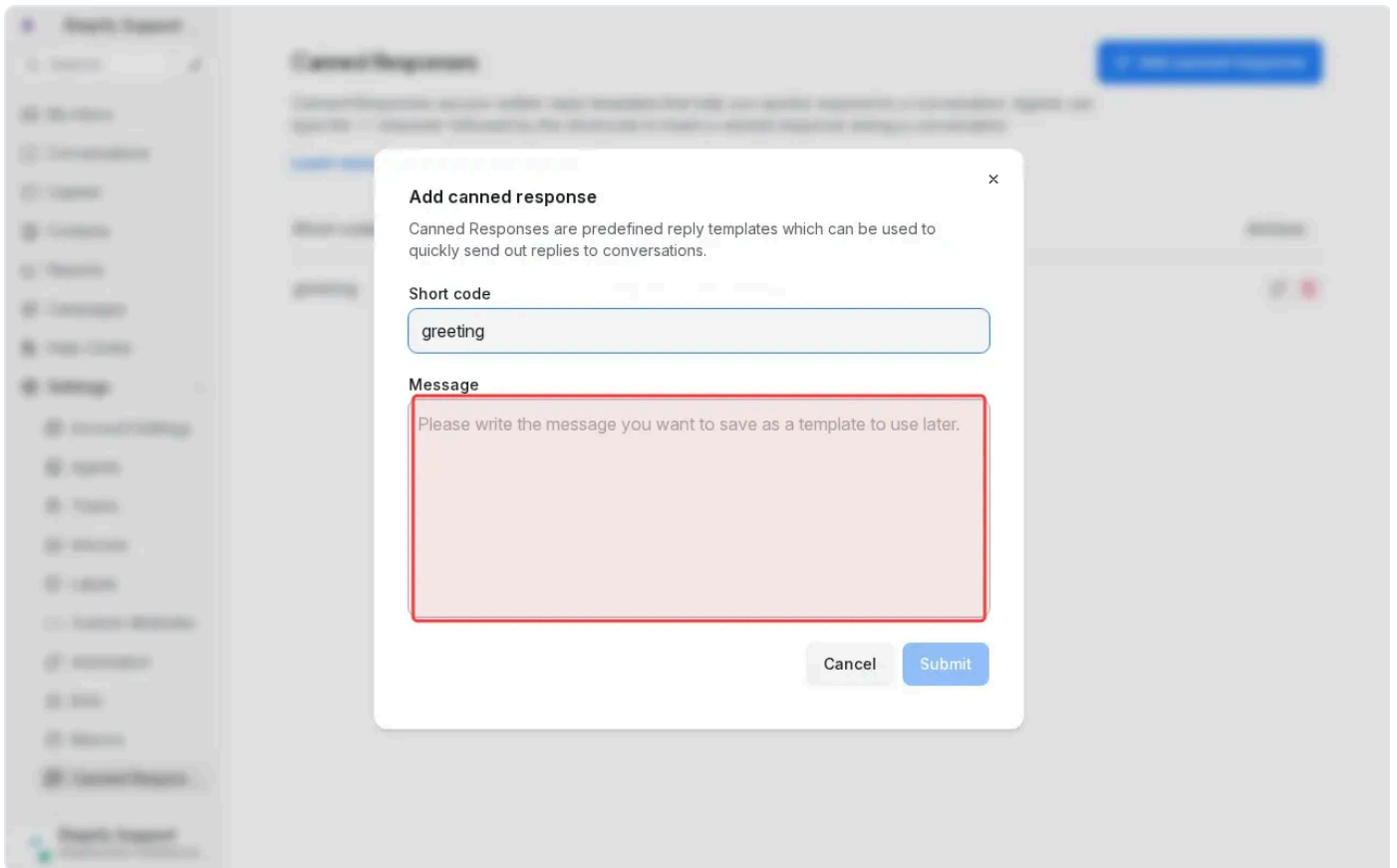
The screenshot shows the 'Canned Responses' page in the Stepify Support interface. The left sidebar is the same as in the previous screenshot, with 'Canned Responses' highlighted. The main content area is titled 'Canned Responses' and includes a blue 'Add canned response' button highlighted with a red box. Below the title is 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 link 'Learn more about canned responses >' is provided. A table lists existing canned responses:

Short code	Content	Actions
greeting	Hello, how can we help you?	 

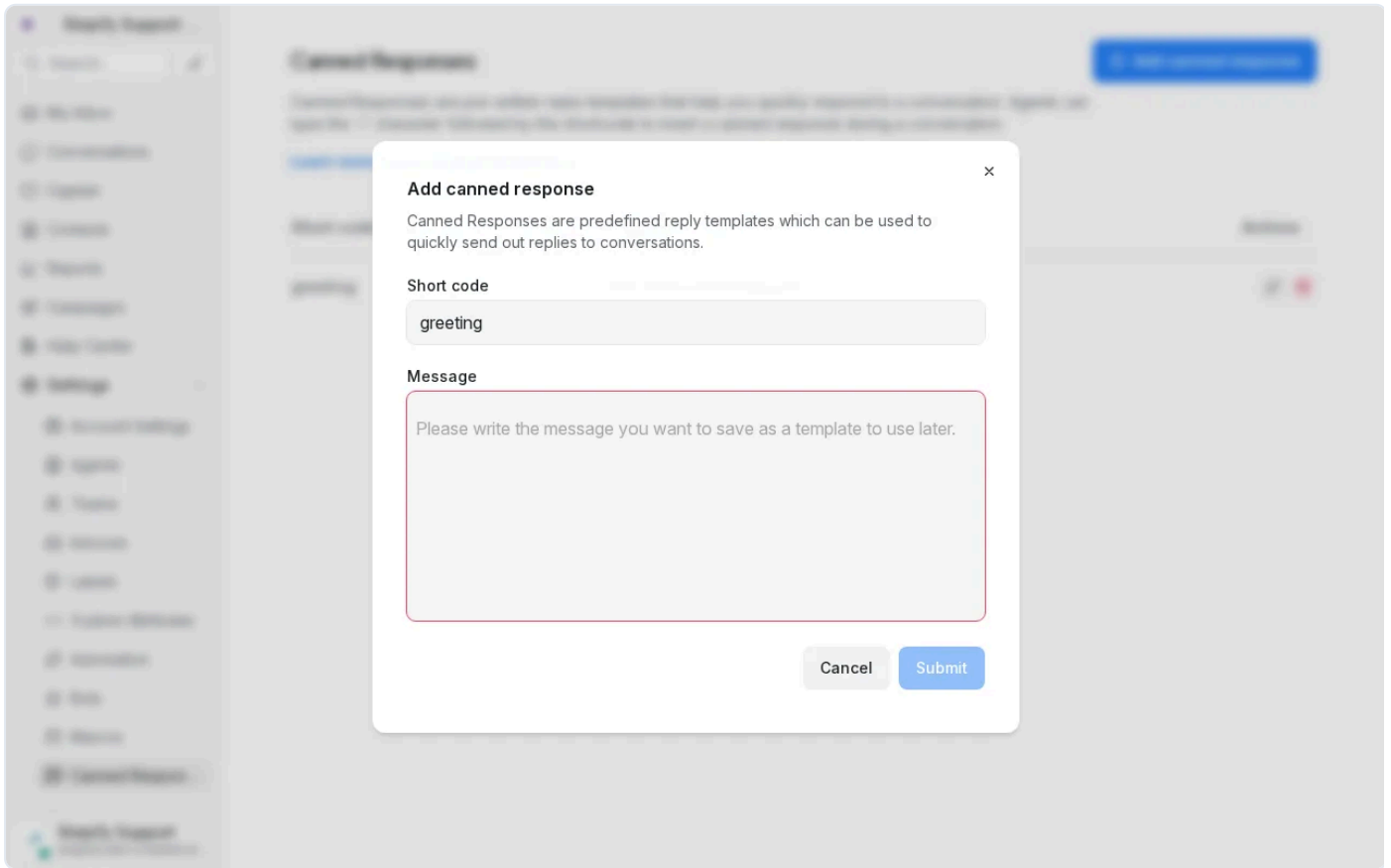
4 Type 'greeting' in the short code field.



5 Click message textarea to focus for typing content.



6 Type greeting message content in the message textarea.



7 Click 'Submit' to save the new canned response.

