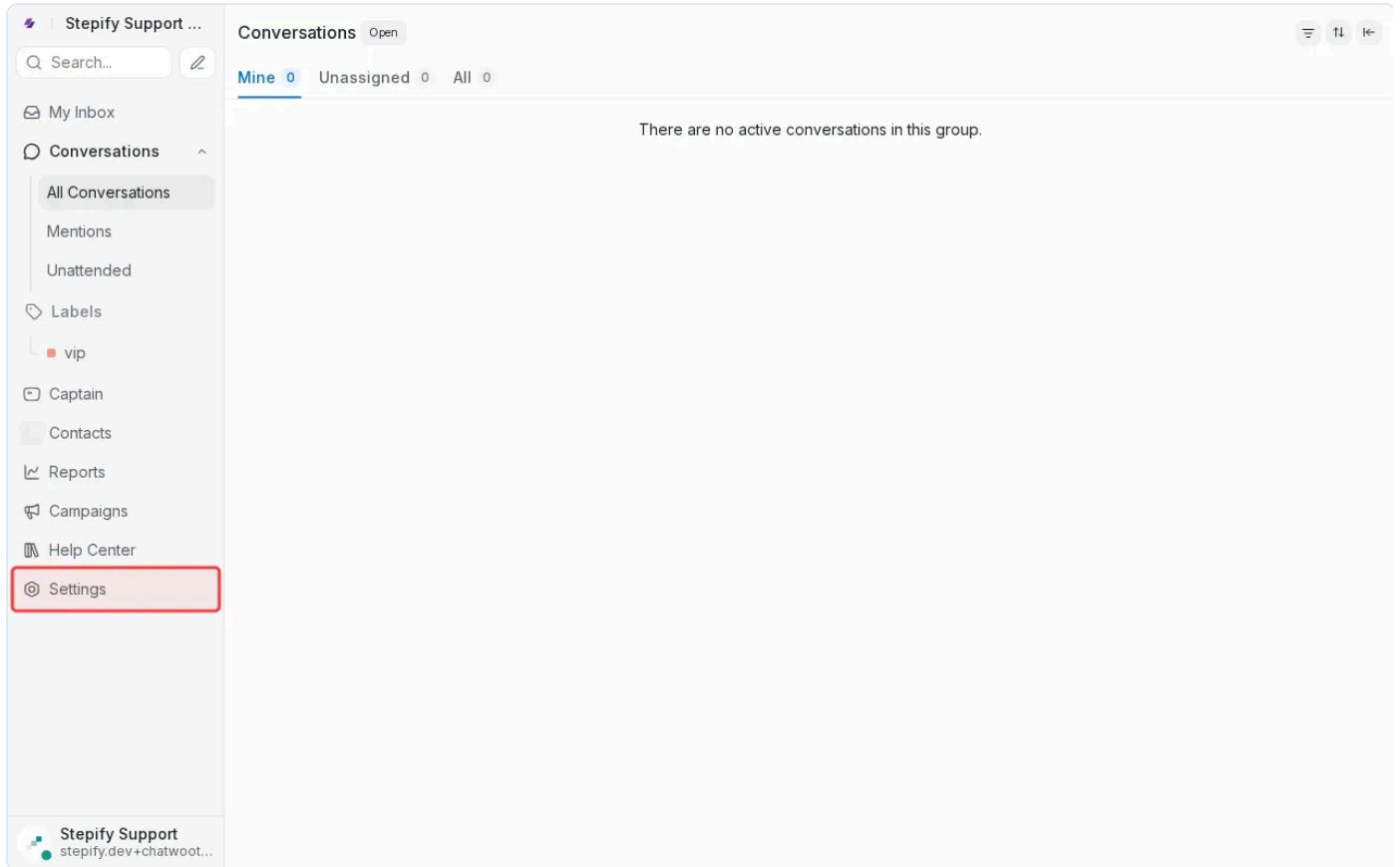


How to create a canned response in Chatwoot

Chatwoot 7 steps · 42s

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



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

Stepify Support ...

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 - Automation
 - Bots
 - Macros
 - Canned Responses**

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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 creation form.

Stepify Support ...

Search...



- My Inbox
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 - Canned Responses**

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Canned Responses

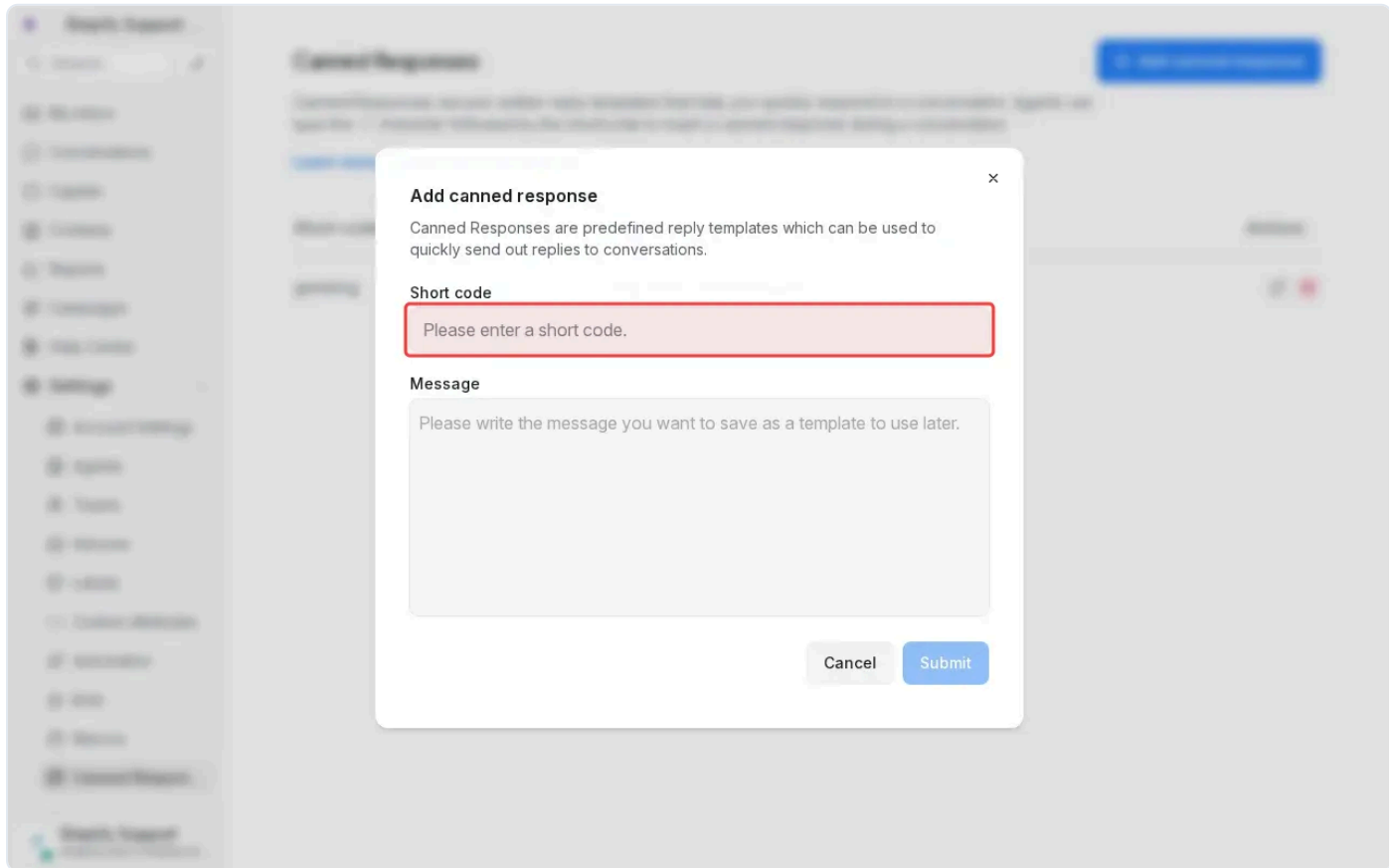
Canned Responses are pre-written reply templates that help you quickly respond to a conversation. Agents can type the '/' character followed by the shortcode to insert a canned response during a conversation.

[Learn more about canned responses >](#)

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

[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, a 'Short code' input field, and a 'Message' text area. 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

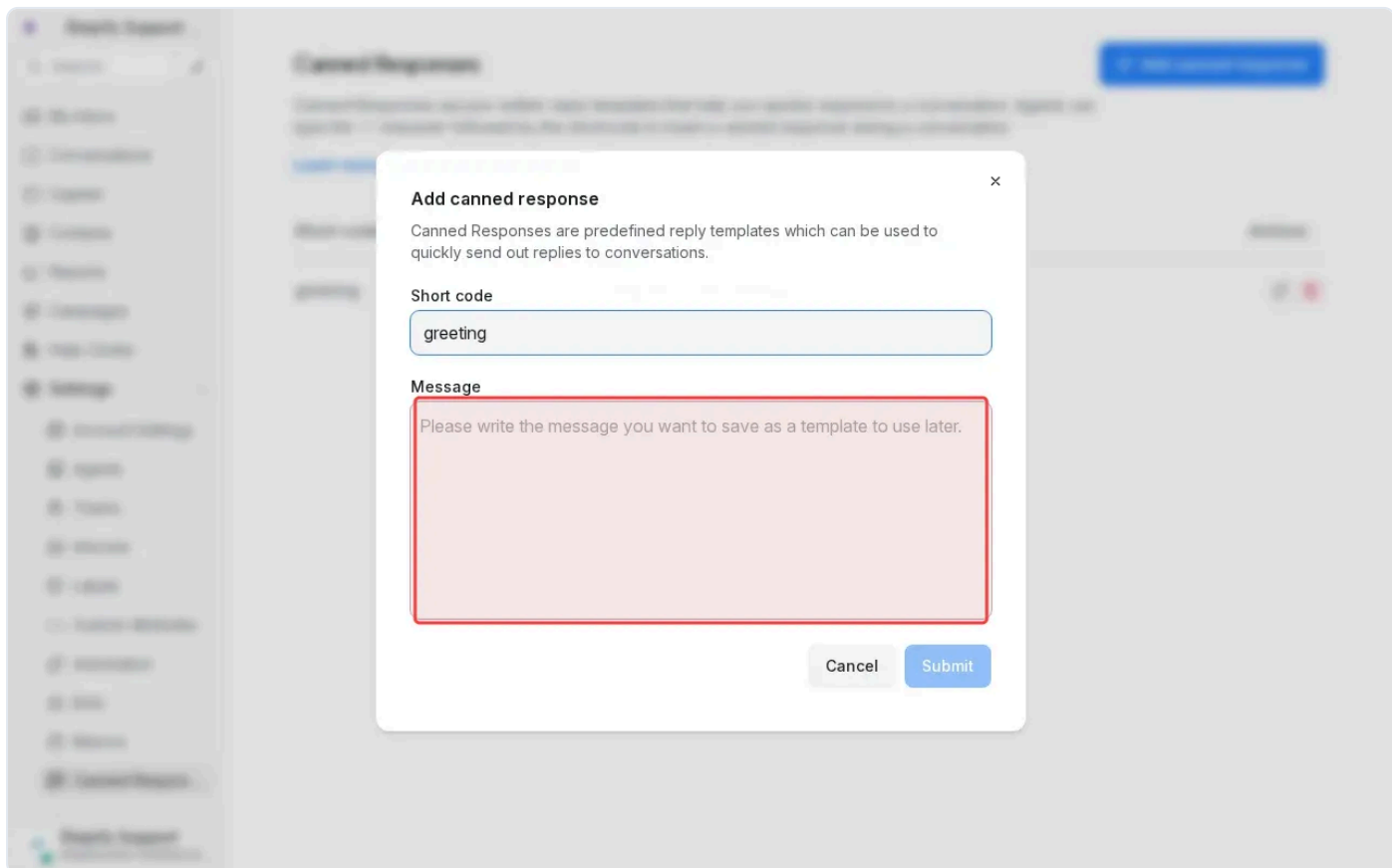
Please enter a short code.

Message

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

Cancel Submit

5 Click message textarea to focus for typing content.



This screenshot is identical to the previous one, but the 'Message' text area is now highlighted with a red border. The 'Short code' field now contains the text 'greeting'.

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 Type greeting message content in the message textarea.

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

7 Click 'Submit' to save the new 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

