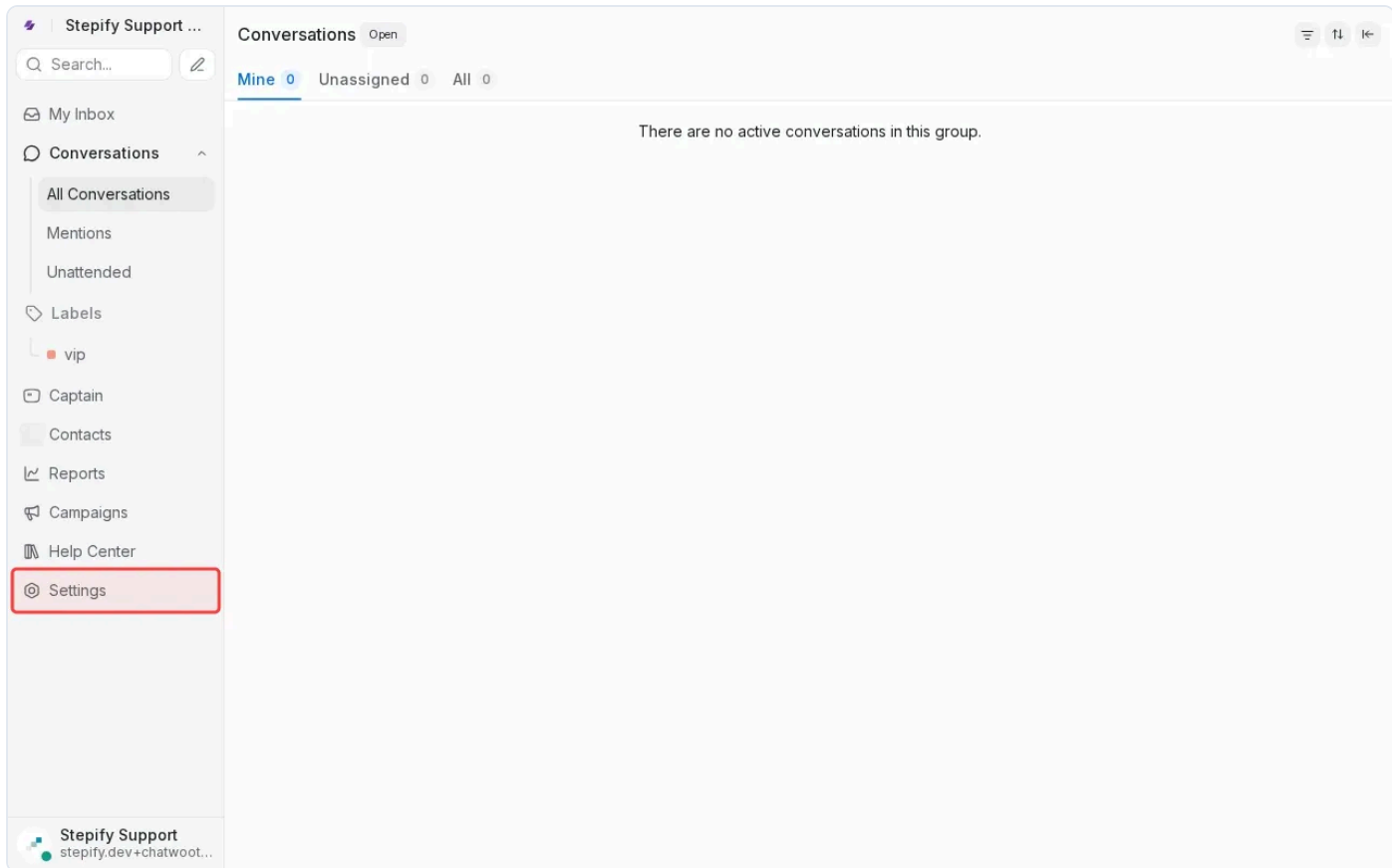


How to create a canned response in Chatwoot

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 ...

Search...

- My Inbox
- Conversations
- Captain
- Contacts
- Reports
- Campaigns
- Help Center
- Settings**
 - Account Settings**
 - Agents
 - Teams
 - Inboxes
 - Labels
 - Custom Attributes
 - Automation
 - Bots
 - Macros
 - Canned Respon...**

Stepify Support
stepify.dev+chatwoot...

Account settings

General settings

Account name
Stepify Support Account

Site language
English (en)

Incoming Email Domain
[Redacted]

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

Support Email
Stepify Support Team [Redacted]

[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
- Conversations
- Captain
- Contacts
- Reports
- Campaigns
- Help Center
- Settings**
 - Account Settings
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 - Teams
 - Inboxes
 - Labels
 - Custom Attributes
 - Automation
 - Bots
 - Macros
 - Canned Respon...**

Stepify Support
stepify.dev+chatwoot...

Canned Responses

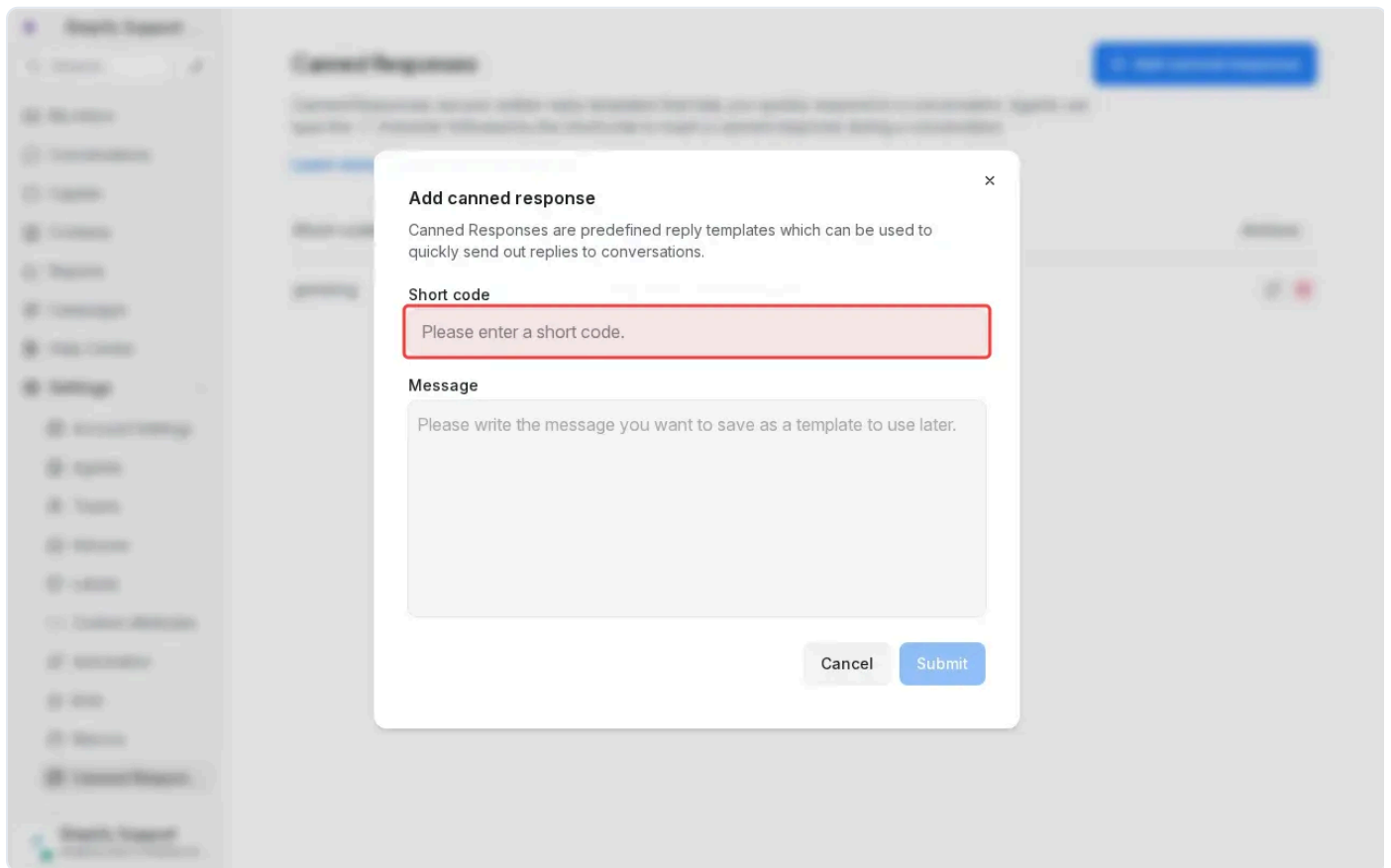
[Add canned response](#)

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.

[Learn more about canned responses >](#)

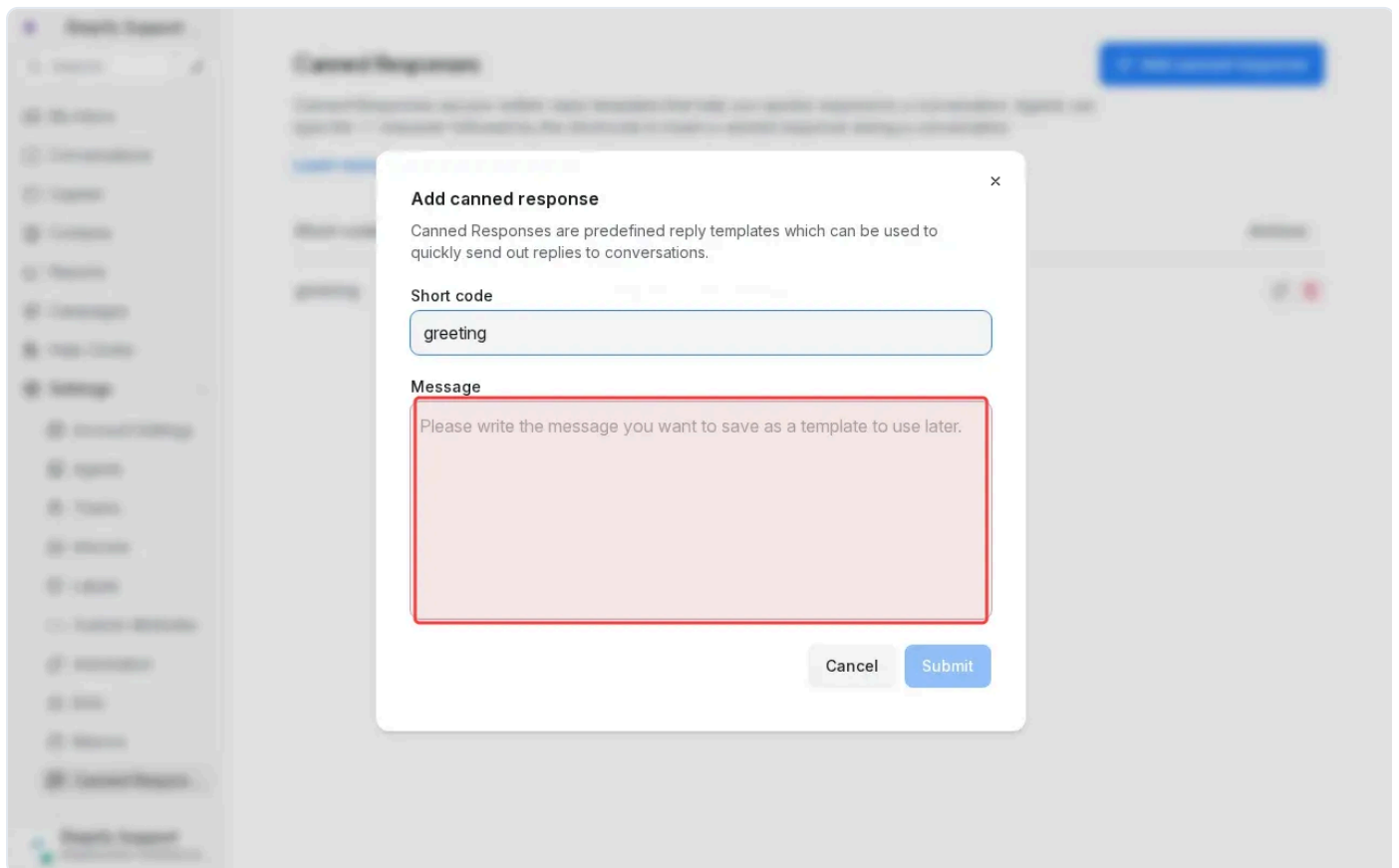
Short code	Content	Actions
greeting	Hello, how can we help you?	Edit Delete

4 Type 'greeting' in the short code field.



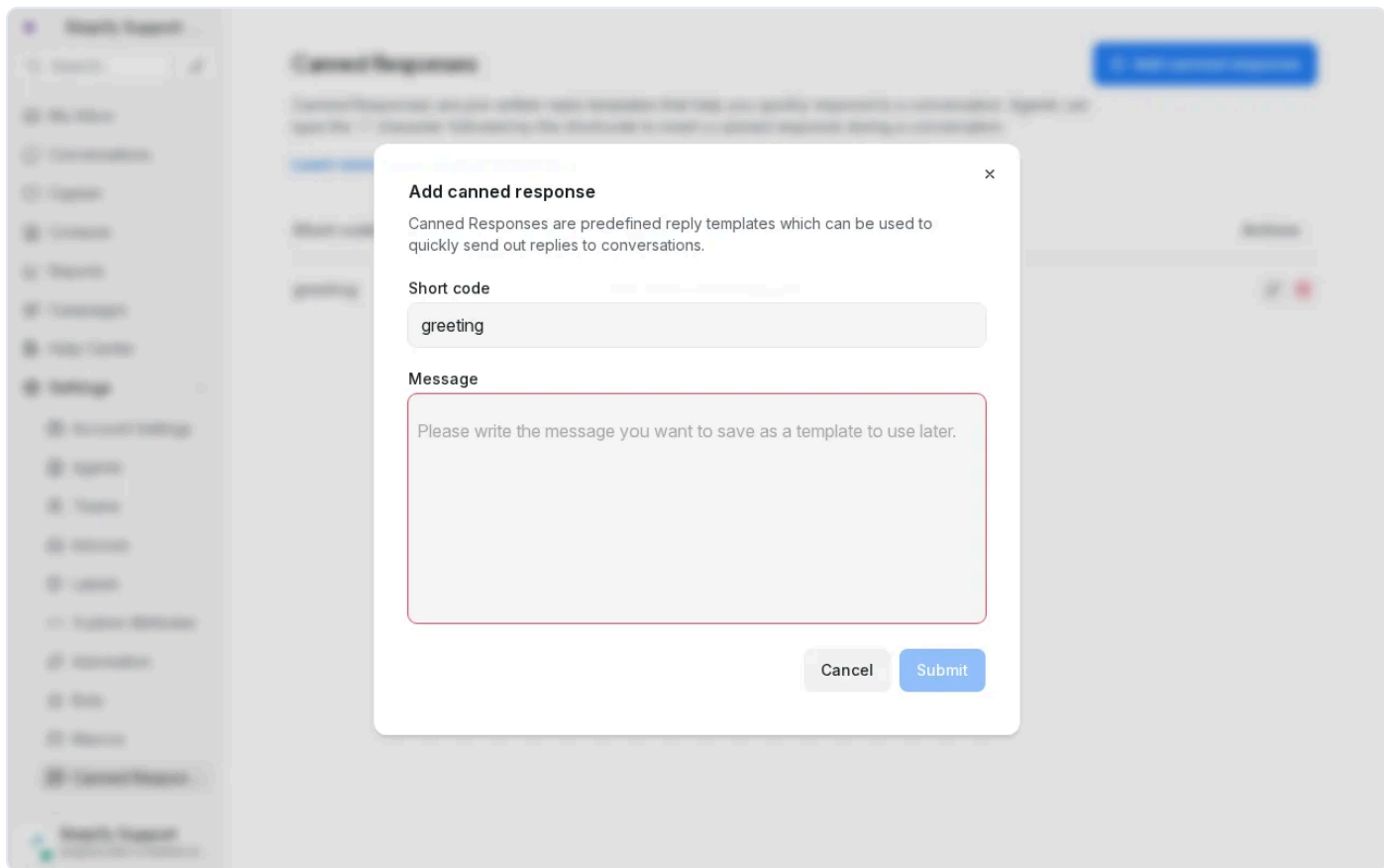
The screenshot shows a web application interface with a sidebar on the left containing navigation links like 'Dashboard', 'Conversations', 'Contacts', 'Teams', 'Messages', 'Help Center', 'Settings', 'Account Settings', 'Agents', 'Tools', 'Monitor', 'Labels', 'Custom Attributes', 'Automation', 'Apps', 'Integrations', and 'Canned Responses'. The main content area is titled 'Canned Responses' and contains a modal dialog box titled 'Add canned response'. The dialog box has a close button (X) in the top right corner. Below the title, there is a description: 'Canned Responses are predefined reply templates which can be used to quickly send out replies to conversations.' The dialog box contains 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.' The 'Message' field is a larger text area with the placeholder text 'Please write the message you want to save as a template to use later.' At the bottom right of the dialog box, there are two buttons: 'Cancel' and 'Submit'.

5 Click message textarea to focus for typing content.



This screenshot is identical to the previous one, showing the 'Add canned response' dialog box. However, in this step, the 'Short code' field now contains the text 'greeting'. The 'Message' text area is highlighted with a red border, indicating it is the focus for the next step. The 'Cancel' and 'Submit' buttons remain at the bottom right.

6 Type greeting message content in the message textarea.



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

