

Create a new canned response called Greeting with message Hello there

Chatwoot 7 steps · 2m 51s

1 Scroll down to find Settings gear icon at bottom of sidebar.

Landing Pad Sup...

Search...

My Inbox

Conversations

All Conversations

Mentions

Unattended

Folders

ALL Filtered

Teams

customer support

development team

sales team

Channels

Landing Pad S...

Landing Pad S...

Lanna Hello In...

Lanna Suppor...

Stepify

Labels

Landing Pad Sup...

Conversations

Open

Mine 5

Unassigned 0

All 5

Landing Pad Support Team - Lanna

Autumn-Star-445

21h • 21h

Great question! Video content creat...

Lanna Hello Inbox

Tânia From Landing Pad Di...

5d • 5d

Perfect! Low signup rates are defini...

Lanna Hello Inbox

Tânia From Landing Pad Di...

5d • 5d

Re: Let's talk about your project

Lanna Hello Inbox

Tânia From Landing Pad Di...

5d • 5d

Re: Your A/B test ideas are ready

Landing Pad Support Team - Lanna

Muddy-Firefly-339

7d • 5d

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

All conversations loaded 🎉

Please select a conversation from left pane

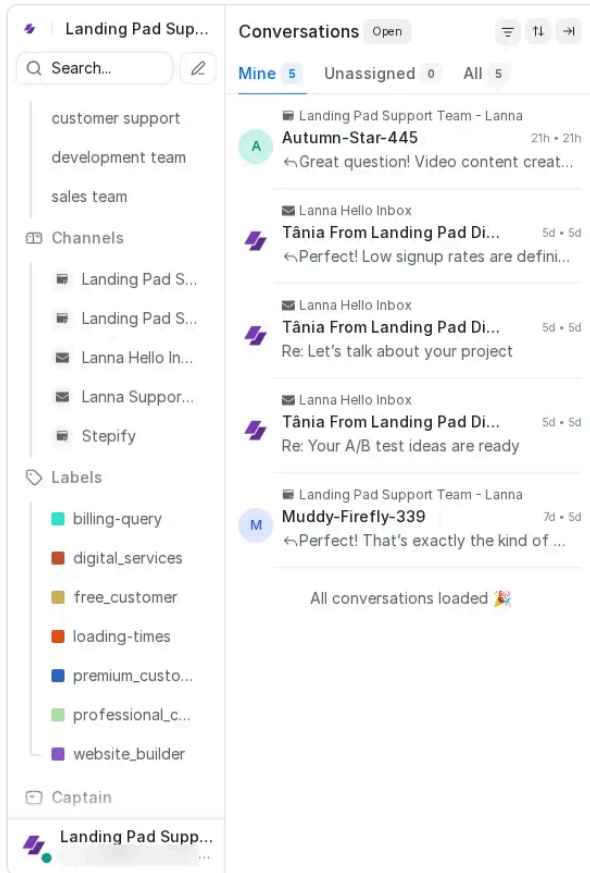
K

to open command menu

/

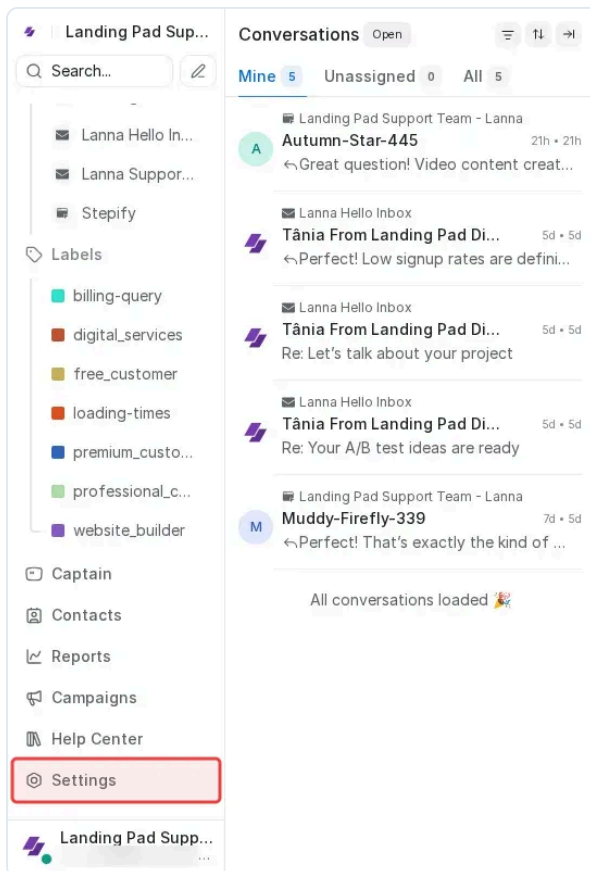
to view keyboard shortcuts

2 Scroll down to reveal Settings gear icon.



The screenshot shows the Landing Pad Support interface. The left sidebar contains a search bar, a list of channels (Landing Pad S..., Lanna Hello In..., Lanna Suppor..., Stepify), a list of labels (billing-query, digital_services, free_customer, loading-times, premium_custo..., professional_c..., website_builder), and a 'Captain' section. At the bottom of the sidebar, the 'Settings' gear icon is highlighted with a red box. The main content area displays a list of conversations under the 'Conversations' tab, including 'Autumn-Star-445', 'Tânia From Landing Pad Di...', and 'Muddy-Firefly-339'. A message 'Please select a conversation from left pane' is displayed in the center of the main area.

3 Click Settings to open the settings panel.



The screenshot shows the Landing Pad Support interface. The left sidebar contains a search bar, a list of channels (Lanna Hello In..., Lanna Suppor..., Stepify), a list of labels (billing-query, digital_services, free_customer, loading-times, premium_custo..., professional_c..., website_builder), and a 'Captain' section. At the bottom of the sidebar, the 'Settings' gear icon is highlighted with a red box. The main content area displays a list of conversations under the 'Conversations' tab, including 'Autumn-Star-445', 'Tânia From Landing Pad Di...', and 'Muddy-Firefly-339'. A message 'Please select a conversation from left pane' is displayed in the center of the main area.

4 Click 'Canned Responses' in the settings menu.

Account settings

General settings

Account name
Landing Pad 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
Landing Pad Support Team

[Update settings](#)

Auto-resolve conversations ☒

This configuration would allow you to automatically resolve the conversation after a certain period of inactivity.

Inactivity duration
[Redacted]

5 Click 'Add canned response' button to open form.

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 I help you today?	Edit Delete
angry	I apologise for the experience. I have raised a ticket for that. Please wait for the next email from us.	Edit Delete
busy	We're sorry, but all of our agents are busy right now. One of them will be with you as soon as possible.	Edit Delete
greeting	Thank you	Edit Delete
Greeting	Hello, how can we help you today?	Edit Delete
hi	Hi, My name is [your name]. How can I help you today?	Edit Delete
hi-again	Hi [customer name]. Nice to see you again! How can I help you today?	Edit Delete

6 Type 'Greeting' in the Short code field.

The screenshot shows a modal dialog titled "Add canned response" with a close button (X) in the top right corner. The dialog contains the following elements:

- Header:** "Add canned response" with a close button (X).
- Text:** "Canned Responses are predefined reply templates which can be used to quickly send out replies to conversations."
- Short code:** A text input field with a red border and a placeholder text "Please enter a short code."
- Message:** A text area with a placeholder text "Please write the message you want to save as a template to use later."
- Buttons:** "Cancel" and "Submit" buttons at the bottom right.

7 Type 'Greeting' in the short code field.

The screenshot shows the "Canned Responses" management page. The left sidebar contains a navigation menu with the following items: Search..., Contacts, Reports, Campaigns, Help Center, Settings, Account Setti..., Agents, Teams, Inboxes, Labels, Custom Attrib..., Automation, Bots, Macros, Canned Respo..., Integrations, Audit Logs, and Custom Roles. The main content area has a title "Canned Responses" and a button "Add canned response". 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." and a link "Learn more about canned responses". The table below lists the canned responses:

Short code	Content	Actions
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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?	

