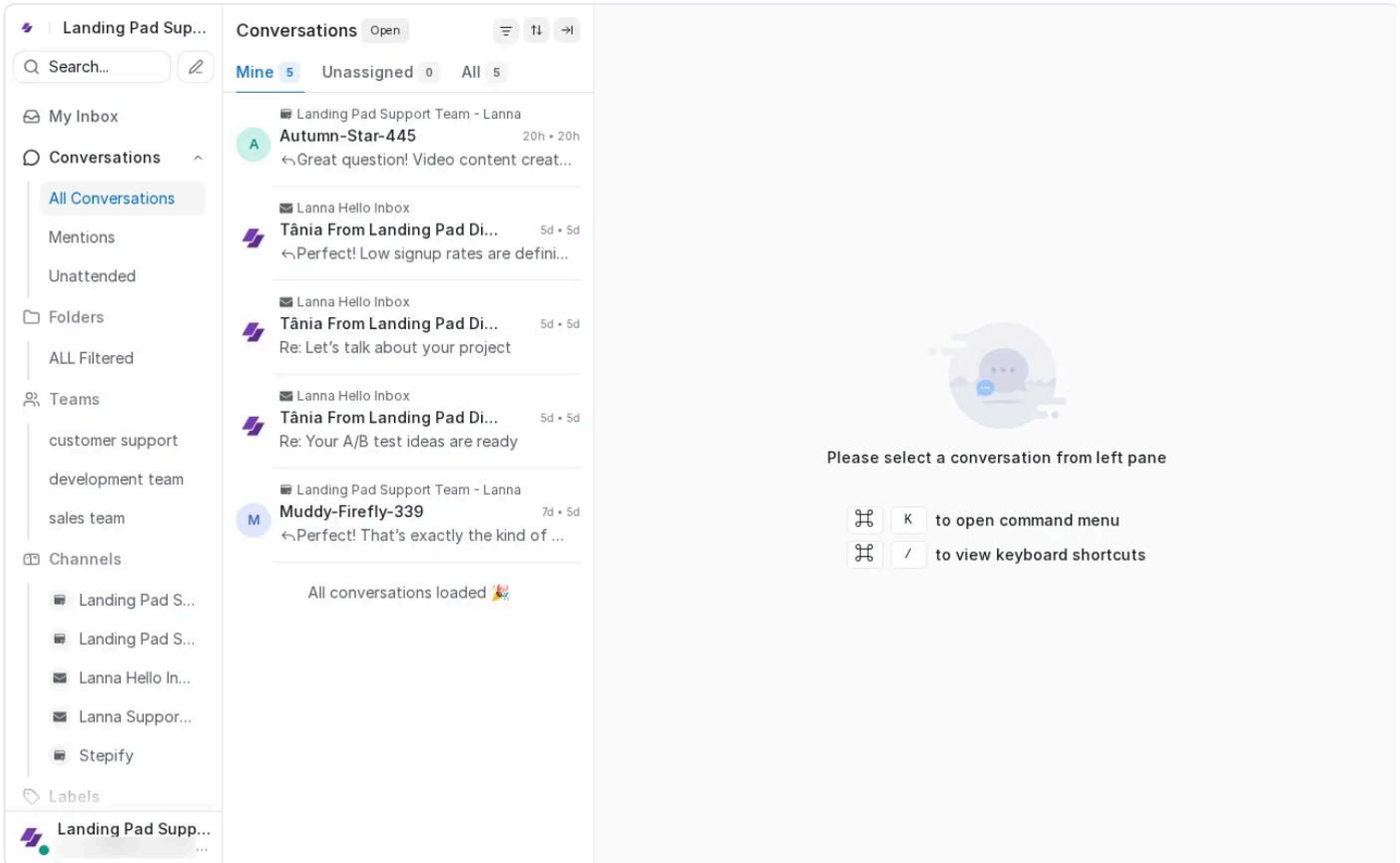# How to create a new canned response called Thank You in Chatwoot
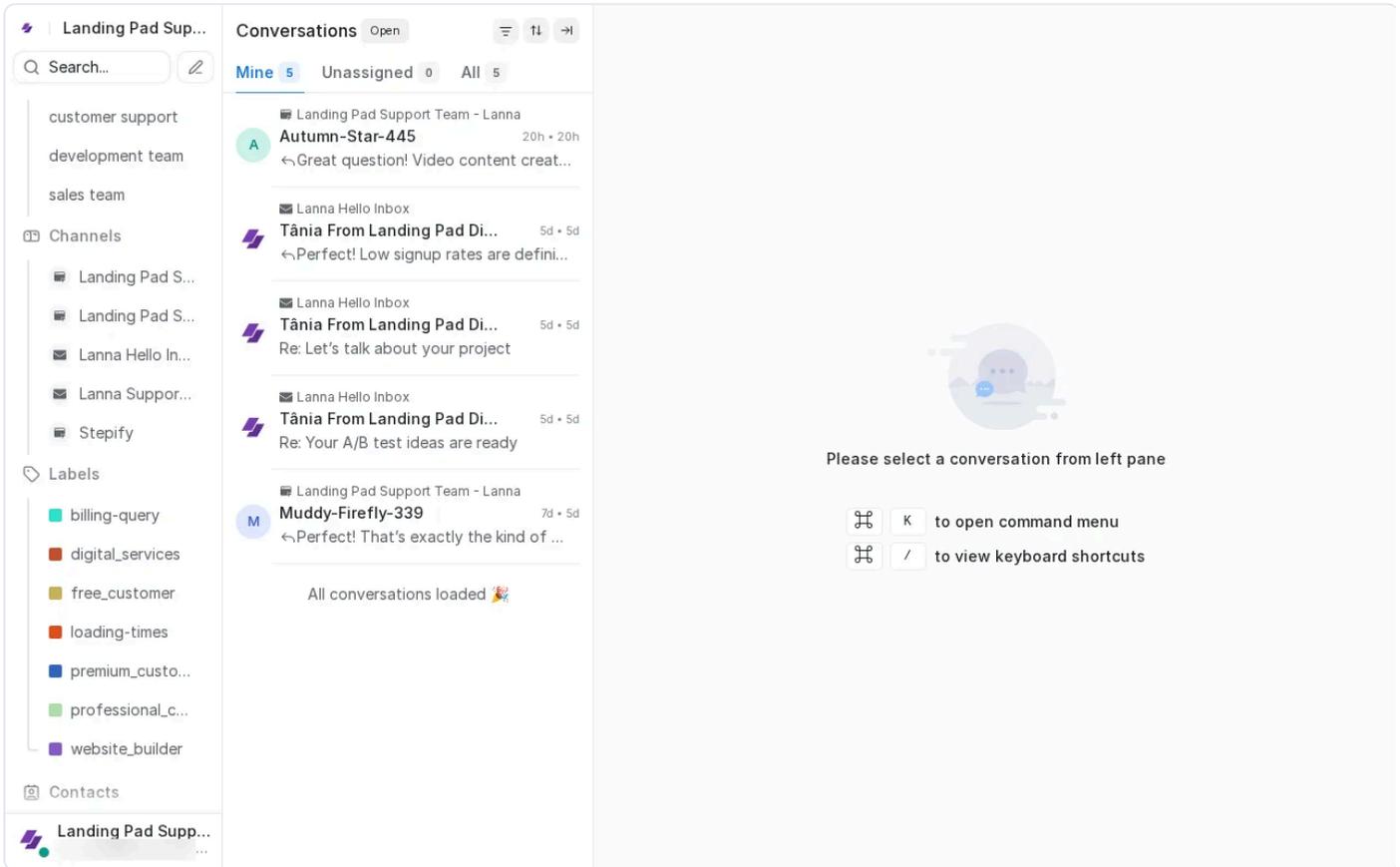
Chatwoot   8 steps · 6m 5s

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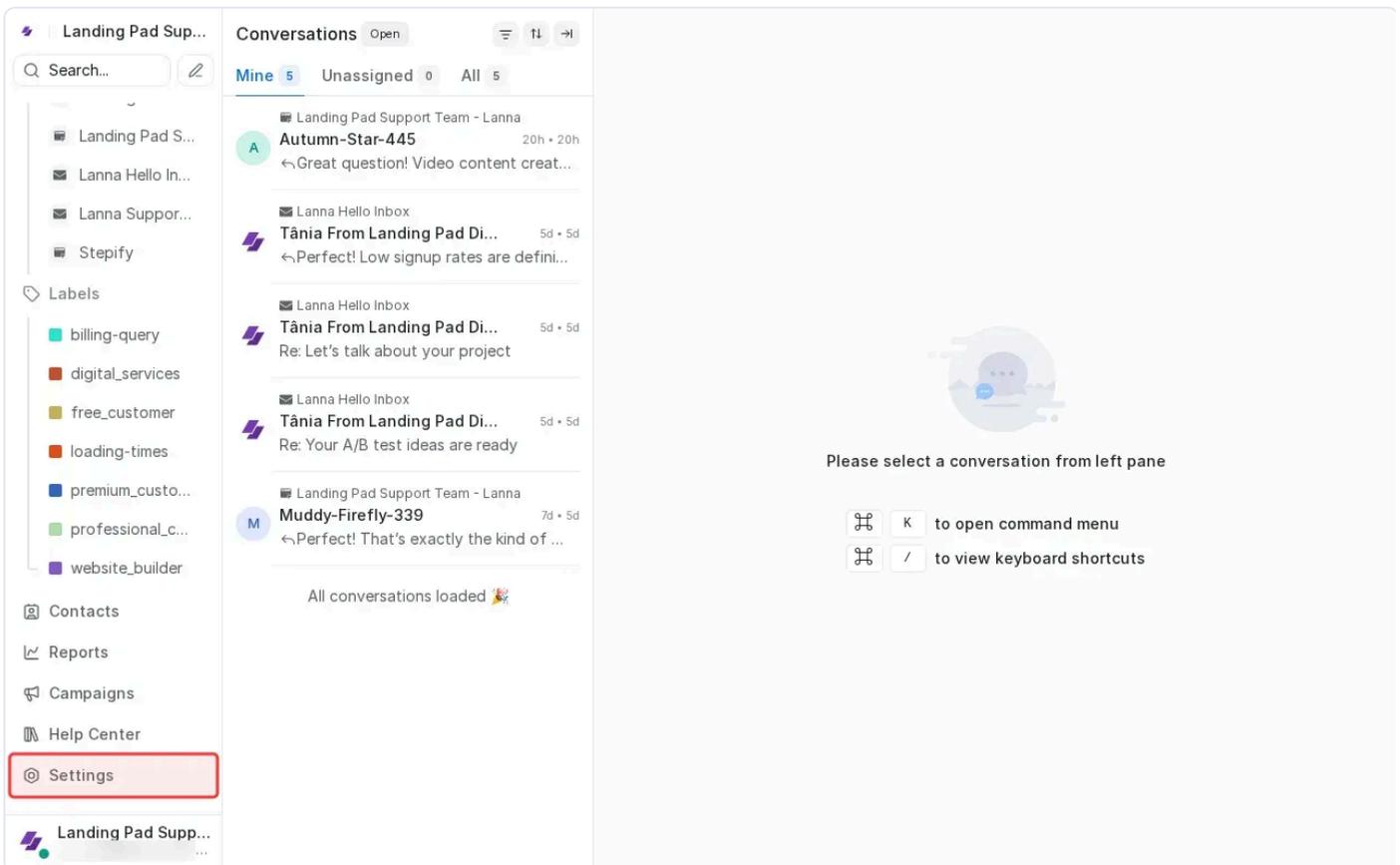
2 Scroll down to find Settings gear icon.

3 Click Settings in the sidebar to open settings.

4 **Click 'Canned Responses' in the settings menu.**

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

6 **Type 'Thank You' in the short code field.**

7 **Type 'Thank You' in the short code field.**

8 **Type 'Thank You' in the short code field.**

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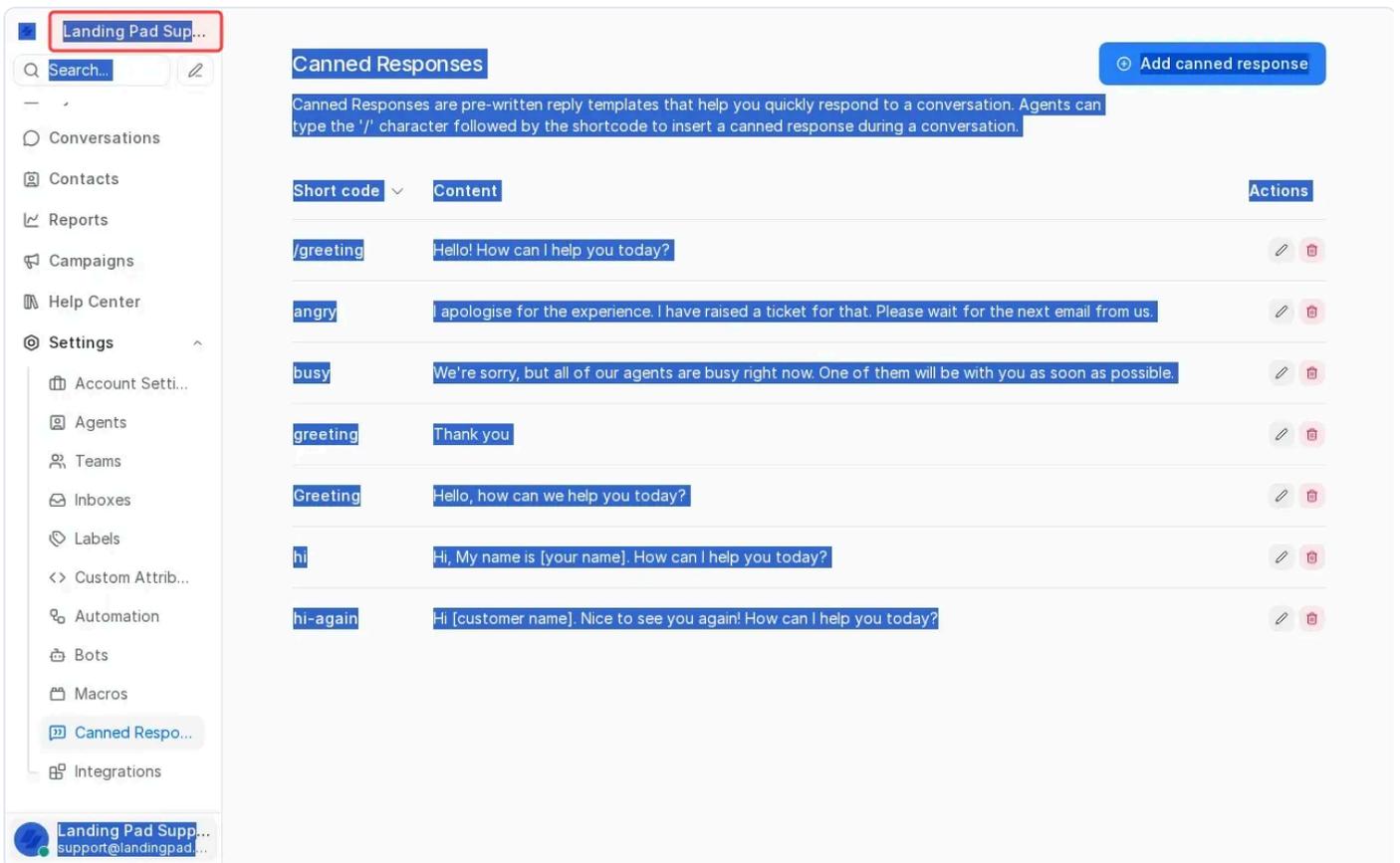
Canned Responses

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 I help you today?	
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?	