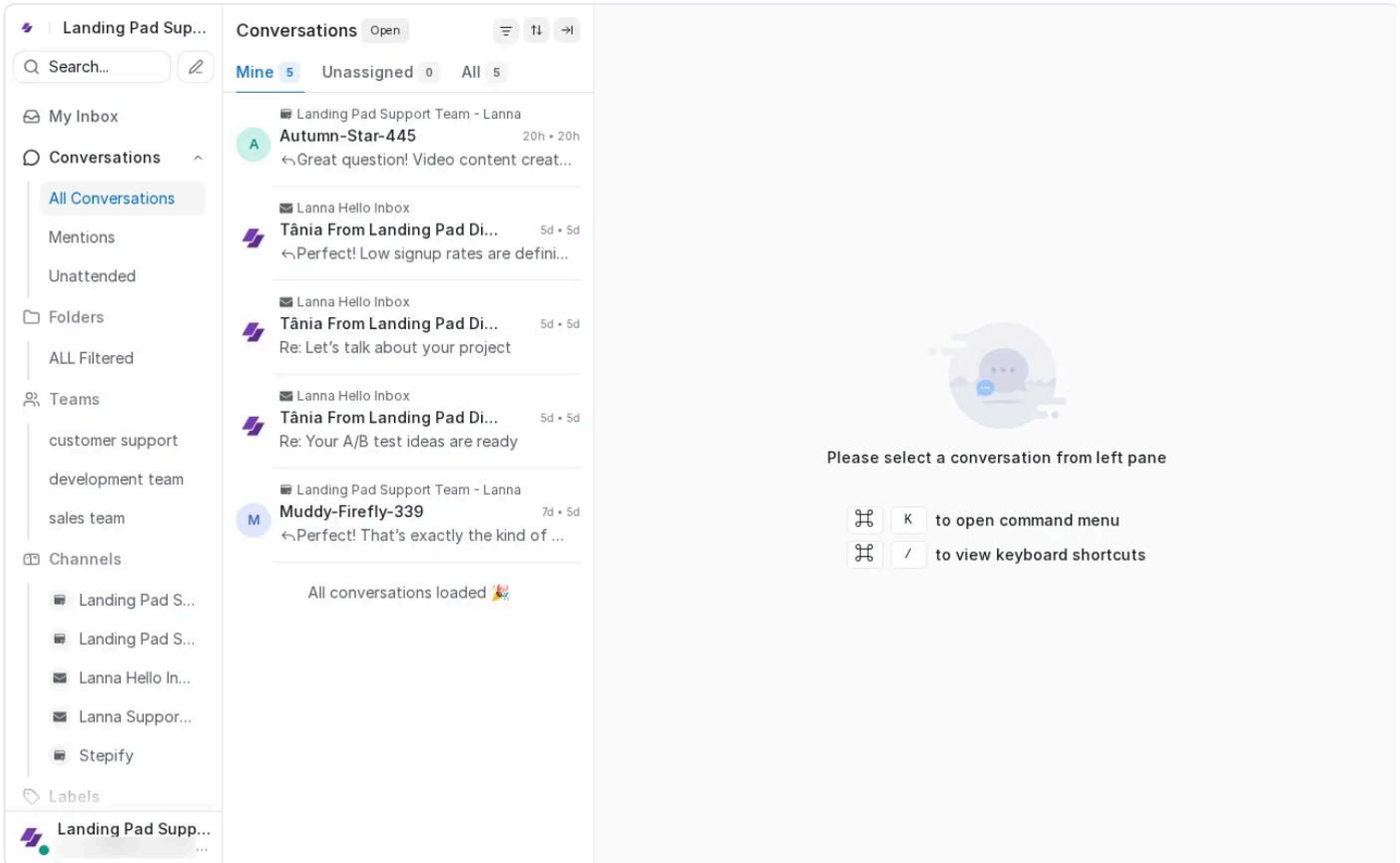


How to create a new canned response called Thank You in Chatwoot

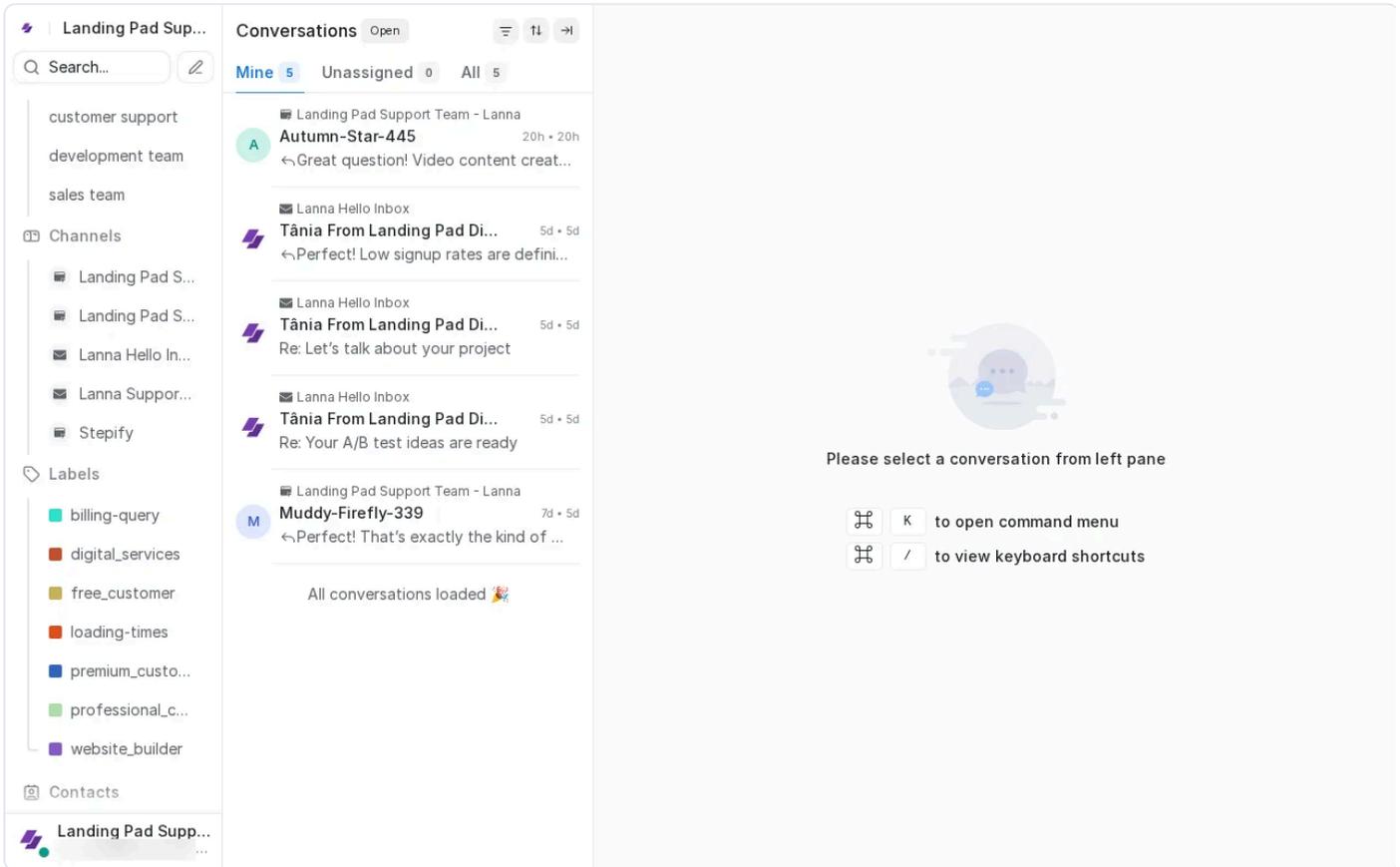
Chatwoot 8 steps · 6m 5s

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



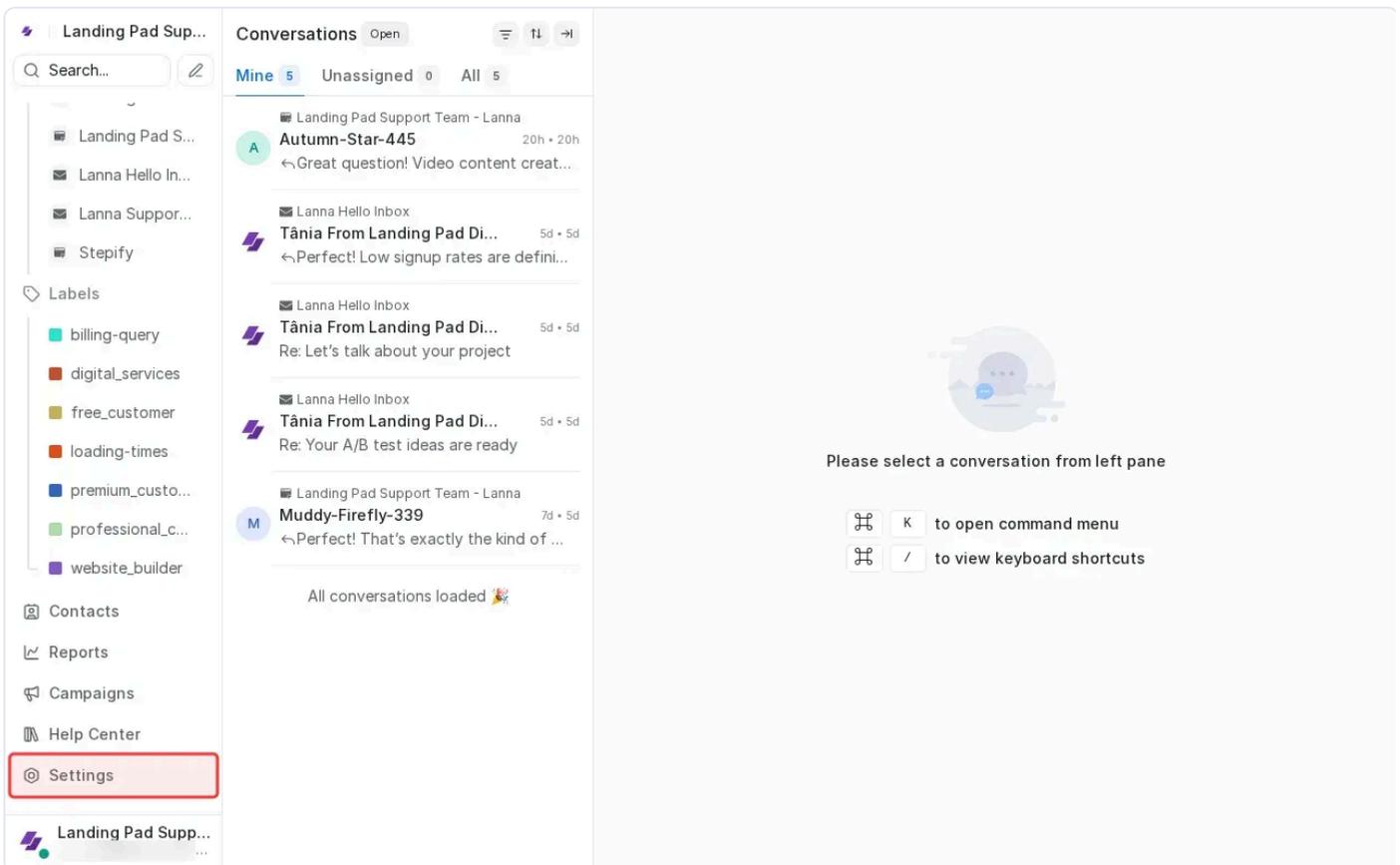
The screenshot shows the Chatwoot interface. On the left is a sidebar with sections: My Inbox, Conversations (with sub-items: All Conversations, Mentions, Unattended), Folders (with sub-item: ALL Filtered), Teams (with sub-items: customer support, development team, sales team), Channels (with sub-items: Landing Pad S..., Landing Pad S..., Lanna Hello In..., Lanna Suppor..., Stepify), and Labels. The main area is titled 'Conversations' and shows a list of messages. The first message is from 'Autumn-Star-445' with the text 'Great question! Video content creat...'. The second message is from 'Tânia From Landing Pad Di...' with the text 'Perfect! Low signup rates are defini...'. The third message is from 'Tânia From Landing Pad Di...' with the text 'Let's talk about your project'. The fourth message is from 'Tânia From Landing Pad Di...' with the text 'Your A/B test ideas are ready'. The fifth message is from 'Muddy-Firefly-339' with the text 'Perfect! That's exactly the kind of ...'. Below the list, it says 'All conversations loaded'. On the right side of the main area, there is a large gear icon and the text 'Please select a conversation from left pane'. Below this, there are two keyboard shortcuts: 'K to open command menu' and '/' to view keyboard shortcuts'.

2 Scroll down to find Settings gear icon.



The screenshot shows a chat application interface. On the left, there is a sidebar with a search bar and several sections: 'Channels' (Landing Pad S..., Landing Pad S..., Lanna Hello In..., Lanna Suppor..., Stepify), 'Labels' (billing-query, digital_services, free_customer, loading-times, premium_custo..., professional_c..., website_builder), and 'Contacts' (Landing Pad Supp...). The main area displays a list of conversations under the heading 'Conversations Open'. The list includes: 'Autumn-Star-445' (20h • 20h), 'Tânia From Landing Pad Di...' (5d • 5d), 'Tânia From Landing Pad Di...' (5d • 5d), 'Tânia From Landing Pad Di...' (5d • 5d), and 'Muddy-Firefly-339' (7d • 5d). Below the list, it says 'All conversations loaded'. On the right side of the interface, there is a large circular icon with a gear and a speech bubble, and the text 'Please select a conversation from left pane'. Below this, there are two keyboard shortcuts: 'K' to open command menu and '/' to view keyboard shortcuts.

3 Click Settings in the sidebar to open settings.



This screenshot is identical to the one above, but with the 'Settings' option in the sidebar highlighted with a red box. The 'Settings' option is located at the bottom of the sidebar, below 'Help Center'. The rest of the interface, including the conversation list and the right-side instructions, remains the same.

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

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
7 Days

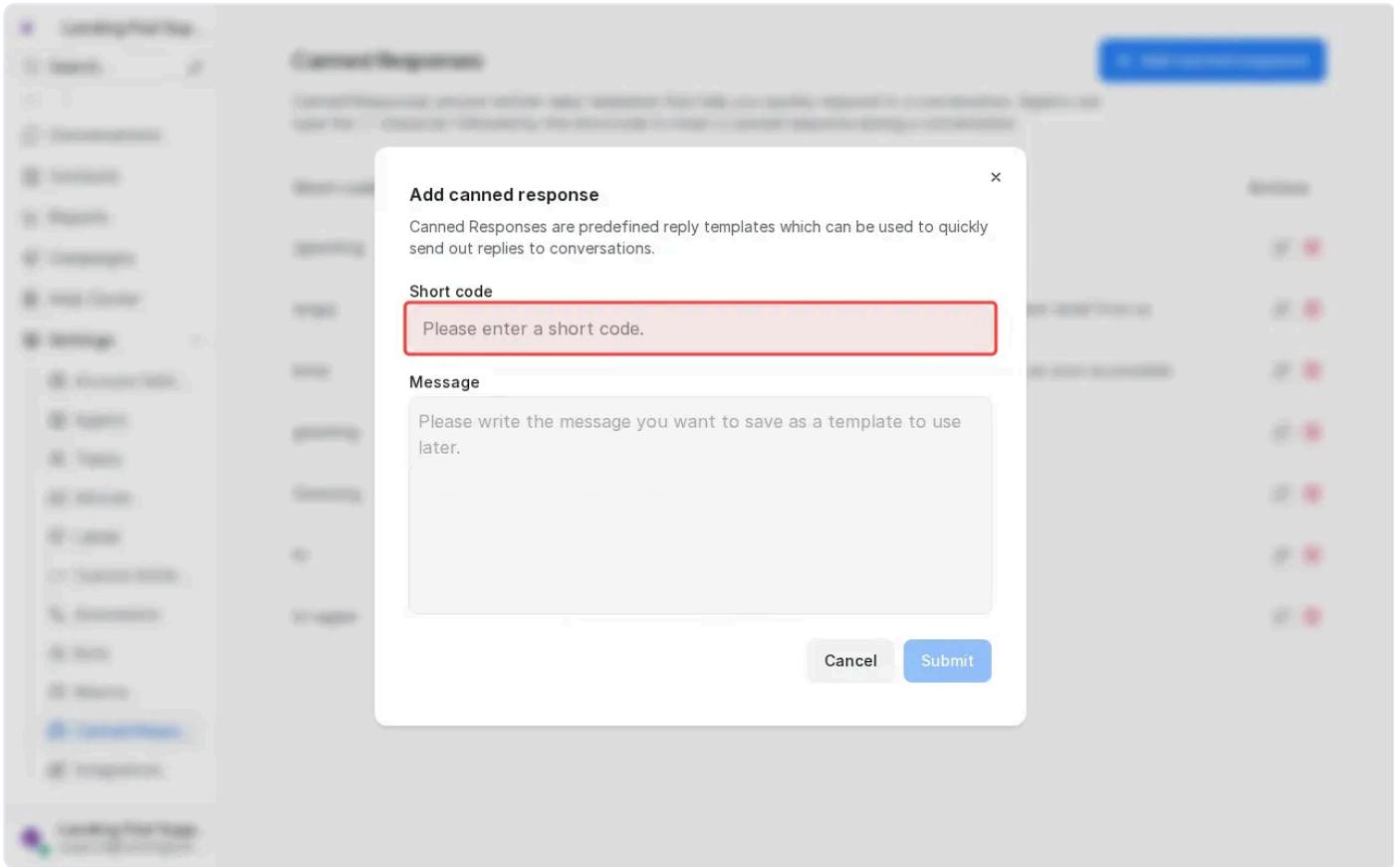
5 Click 'Add canned response' button to open form.

Canned Responses [Add canned response](#)

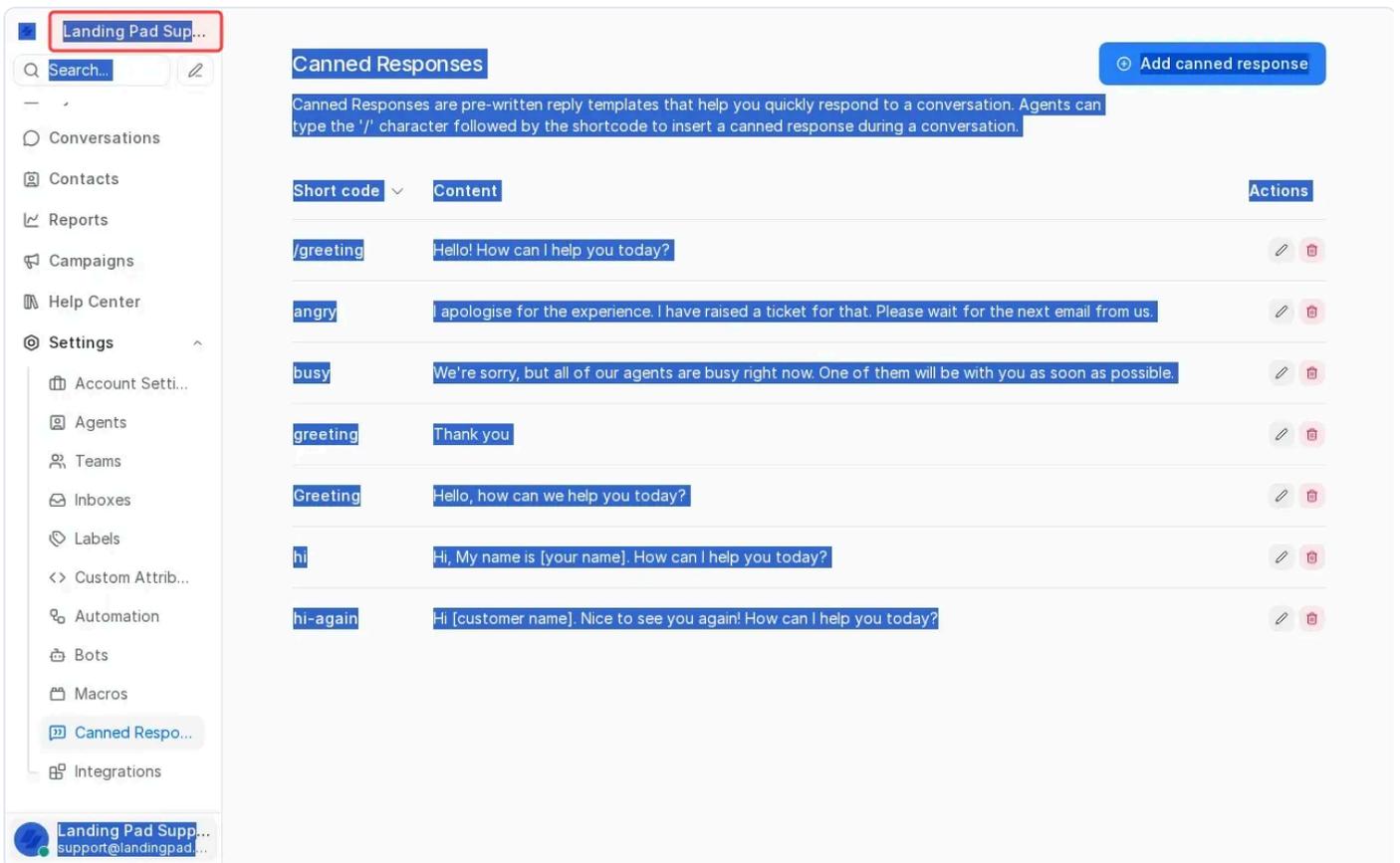
Canned Responses are pre-written reply templates that help you quickly respond to a conversation. Agents can type the '/' character followed by the shortcode to insert a canned response during a conversation.

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 '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.

The screenshot shows a CRM interface for 'Landing Pad Sup...'. The left sidebar contains navigation options: Conversations, Contacts, Reports, Campaigns, Help Center, and Settings. Under Settings, 'Canned Respo...' is highlighted. The main area is titled 'Canned Responses' and includes an 'Add canned response' button. A text block explains that canned responses are pre-written reply templates. Below this is a table of existing 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]