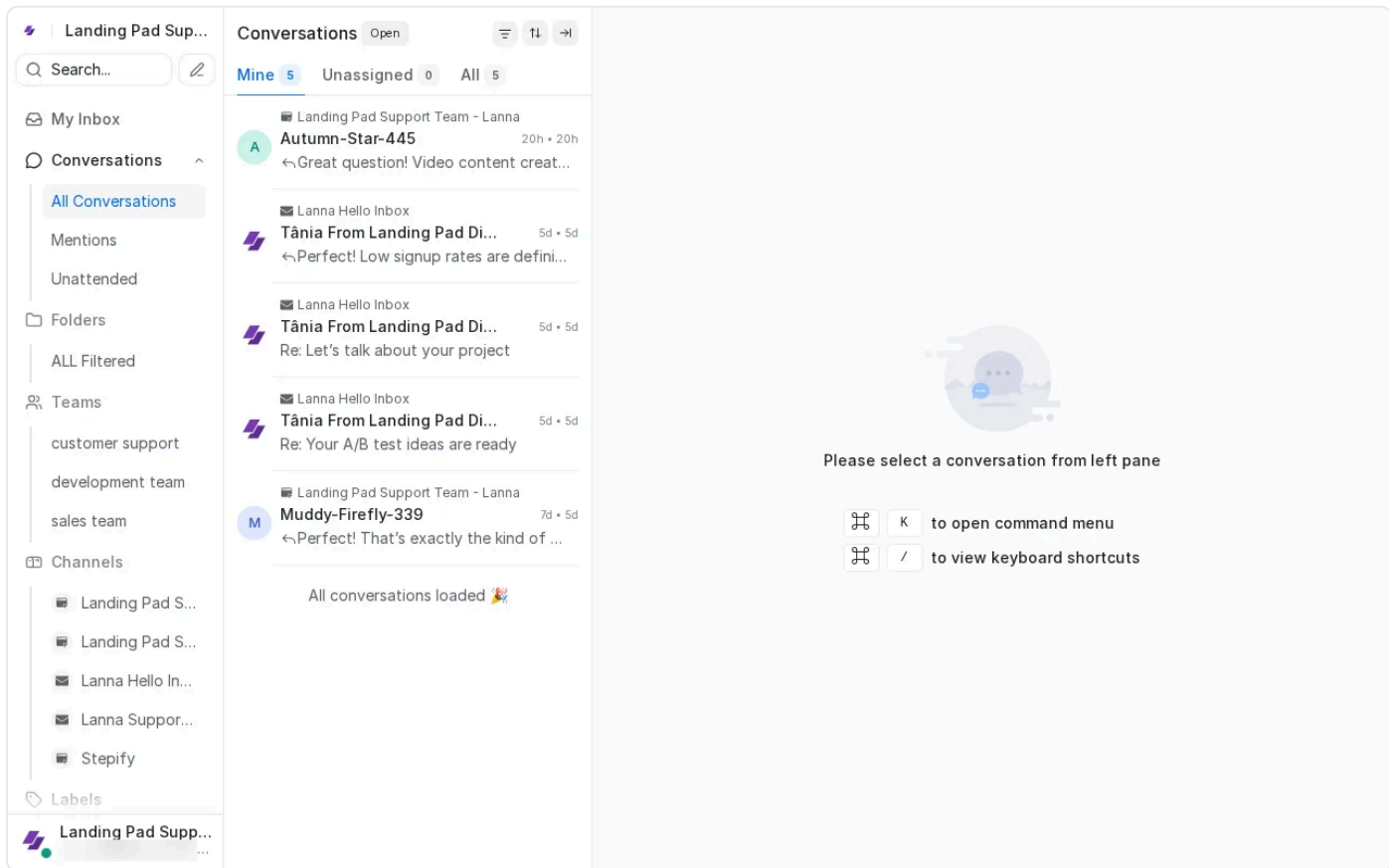


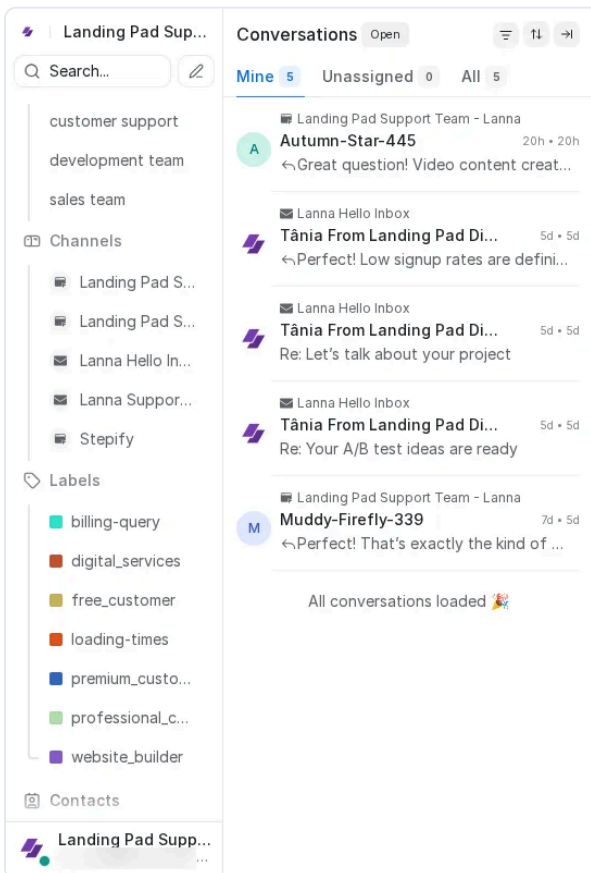
How to create a new canned response called Thank You in Chatwoot

Chatwoot 8 steps · 6m 5s

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



2 Scroll down to find Settings gear icon.

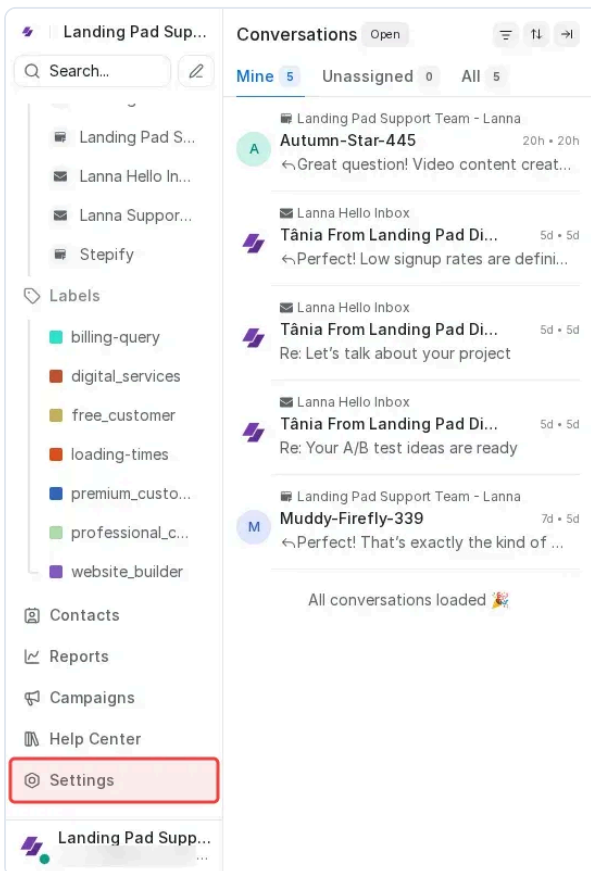


The screenshot shows the Landing Pad Support interface. The left sidebar contains a search bar, a list of channels (Landing Pad S..., Lanna Hello In..., Lanna Suppor..., Stepify), a list of labels (billing-query, digital_services, free_customer, loading-times, premium_custo..., professional_c..., website_builder), and a list of contacts (Landing Pad Supp...). The 'Settings' gear icon is highlighted in the bottom of the sidebar.

The main content area displays a list of conversations under the 'Conversations' tab. The list includes conversations from 'Landing Pad Support Team - Lanna' and 'Lanna Hello Inbox'. The first conversation is titled 'Autumn-Star-445' with a subject line 'Great question! Video content creat...'. The second conversation is titled 'Tânia From Landing Pad Di...' with a subject line 'Perfect! Low signup rates are defini...'. The third conversation is titled 'Tânia From Landing Pad Di...' with a subject line 'Re: Let's talk about your project'. The fourth conversation is titled 'Tânia From Landing Pad Di...' with a subject line 'Re: Your A/B test ideas are ready'. The fifth conversation is titled 'Muddy-Firefly-339' with a subject line 'Perfect! That's exactly the kind of ...'. The list ends with 'All conversations loaded' and a loading spinner.

On the right side of the interface, there is a message: 'Please select a conversation from left pane'. Below this message, there are two keyboard shortcuts: 'K' to open command menu and '/' to view keyboard shortcuts.

3 Click Settings in the sidebar to open settings.



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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 [Redacted]

[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.

The screenshot shows a modal dialog titled "Add canned response" with a close button (X) in the top right corner. Below the title, a descriptive text states: "Canned Responses are predefined reply templates which can be used to quickly send out replies to conversations." The dialog contains two main input fields: "Short code" and "Message". The "Short code" field is a text input with a red border and placeholder text "Please enter a short code." The "Message" field is a larger text area with placeholder text "Please write the message you want to save as a template to use later." At the bottom right of the dialog are two buttons: "Cancel" and "Submit". The background is a blurred view of the CRM interface.

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

The screenshot displays the "Canned Responses" management page. On the left is a sidebar with navigation links: Search, Conversations, Contacts, Reports, Campaigns, Help Center, and Settings. The "Settings" section is expanded, showing options like Account Settings, Agents, Teams, Inboxes, Labels, Custom Attributes, Automation, Bots, Macros, Canned Responses (highlighted), and Integrations. The main content area is titled "Canned Responses" and includes 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." A blue button "Add canned response" is in the top right. Below is a table listing existing canned responses.

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?	

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

Landing Pad Sup...

Search...

Conversations

Contacts

Reports

Campaigns

Help Center

Settings

Account Setti...

Agents

Teams

Inboxes

Labels

Custom Attrib...

Automation

Bots

Macros













Canned Respo...

Integrations

Canned Responses

Add canned response

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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.	 
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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?	