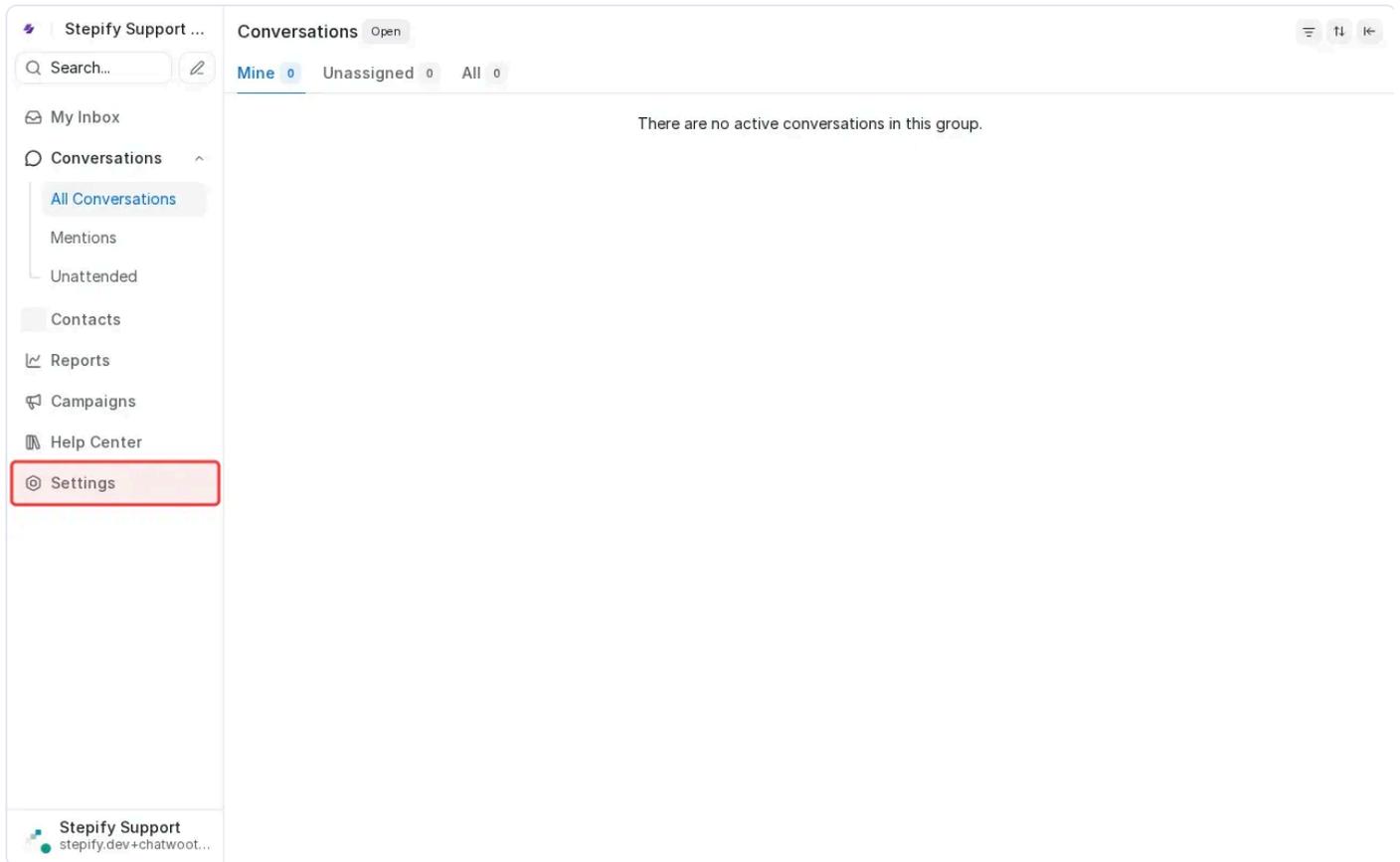


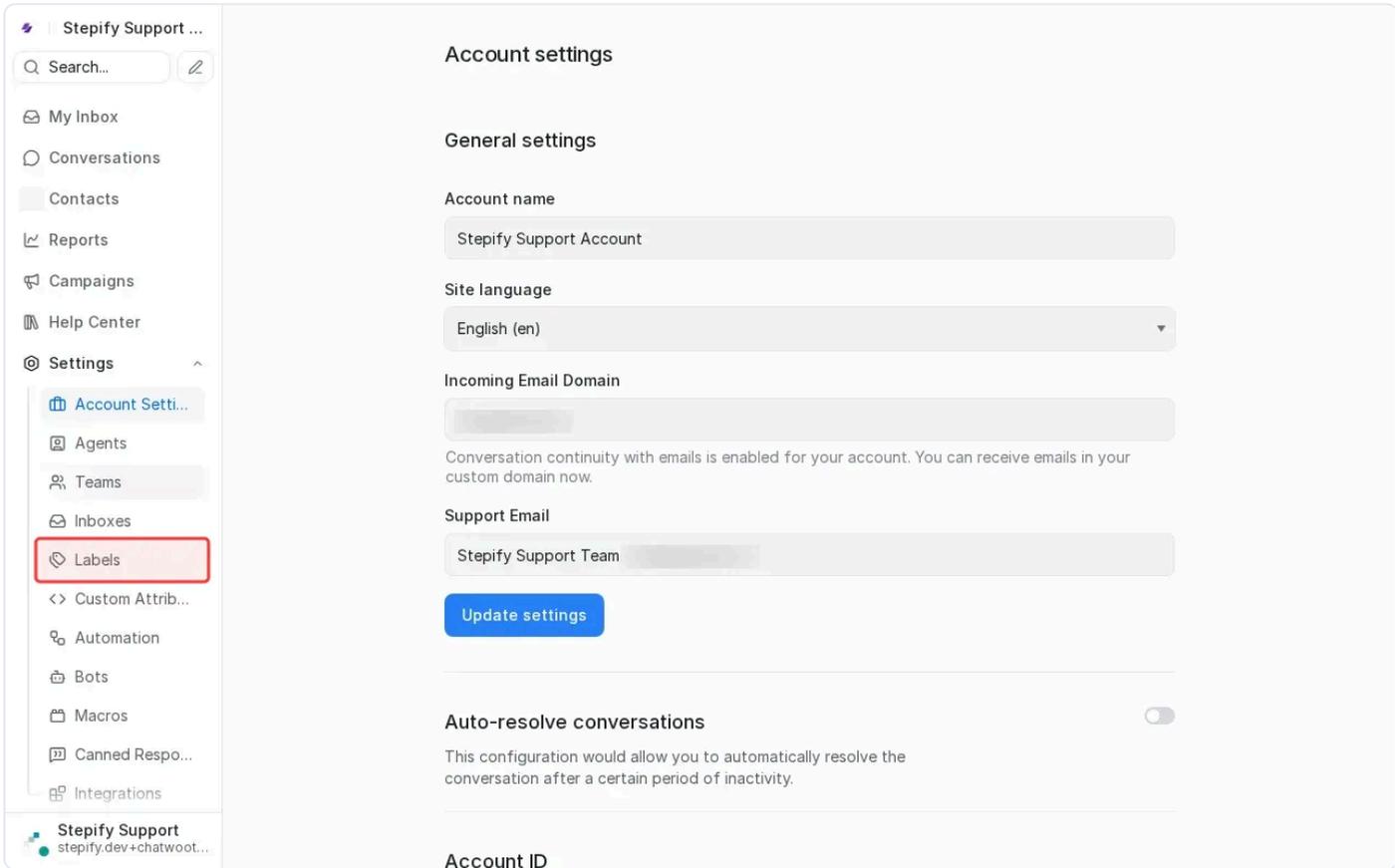
# How to create a new label called VIP in Chatwoot

Chatwoot 5 steps · 31s

## 1 Click Settings in sidebar to access configuration options.



## 2 Click 'Labels' in settings menu to manage labels.



The screenshot shows the 'Account settings' page for a Stepify Support account. The left sidebar contains a settings menu with 'Labels' highlighted in a red box. The main content area is titled 'Account settings' and includes sections for 'General settings', 'Incoming Email Domain', 'Support Email', and 'Auto-resolve conversations'. The 'Labels' option in the sidebar is the focus of this step.

**Account settings**

**General settings**

Account name  
Stepify 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  
Stepify Support Team

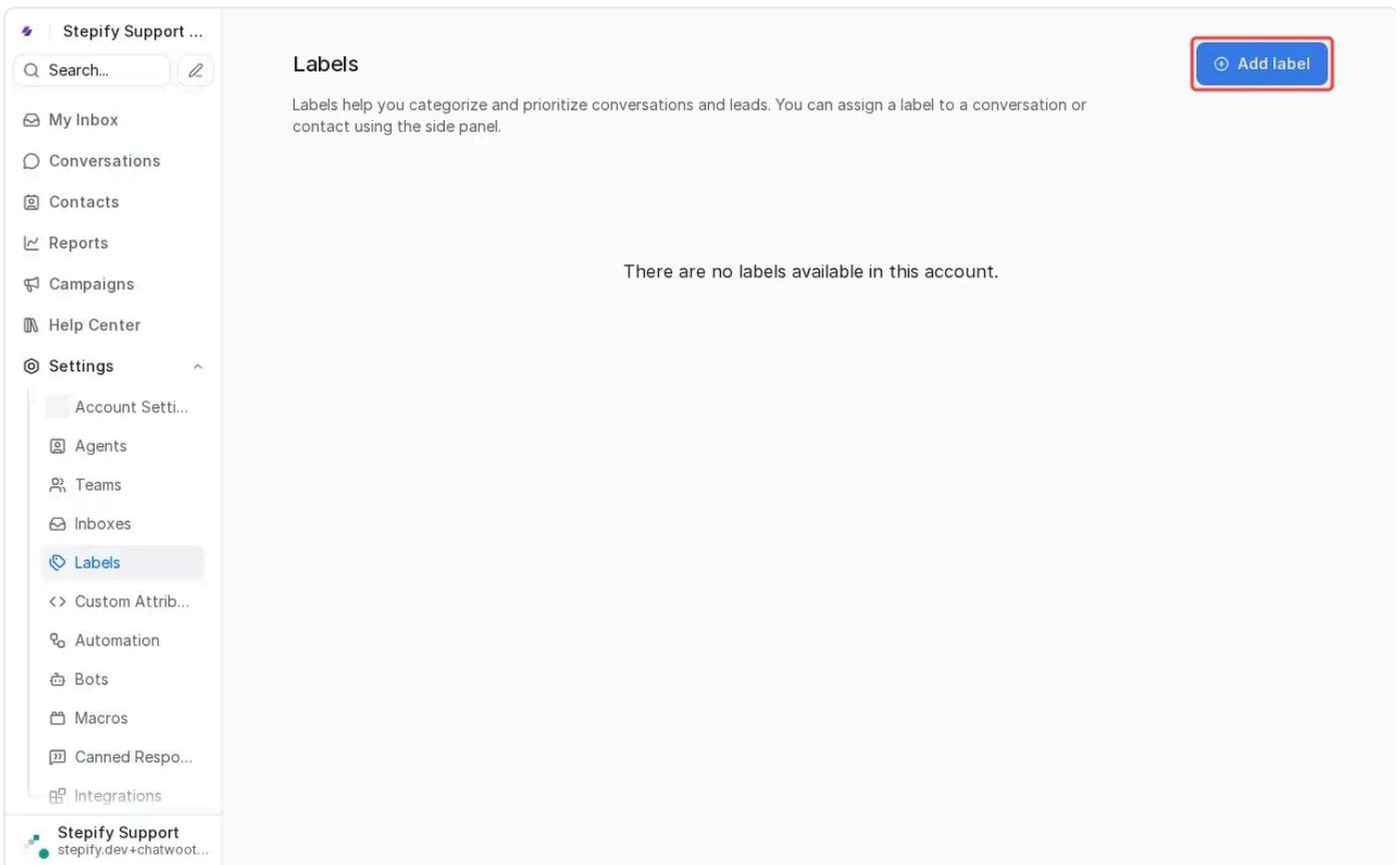
[Update settings](#)

**Auto-resolve conversations**

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

Account ID

## 3 Click 'Add label' to open label creation form.



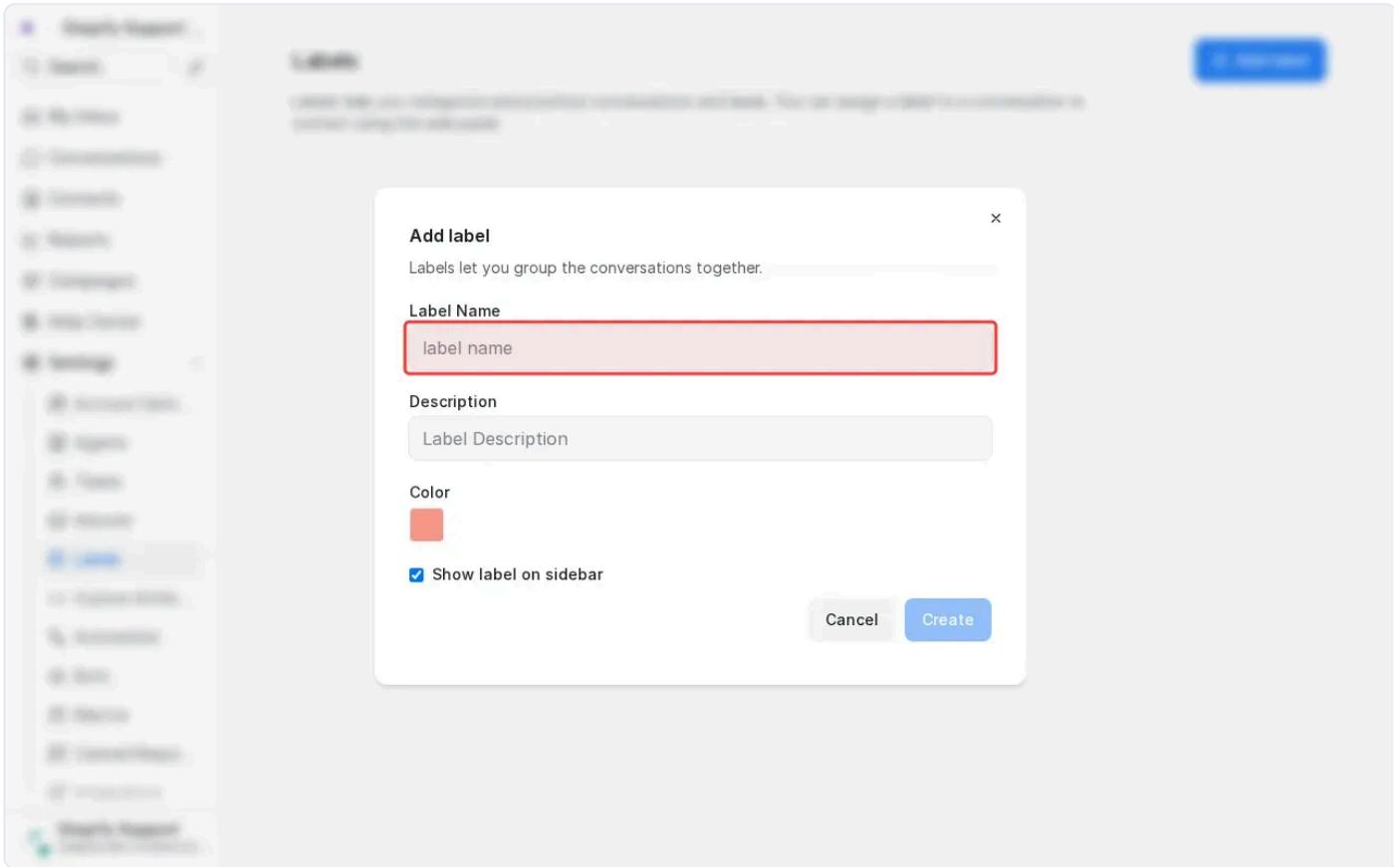
The screenshot shows the 'Labels' page in the Stepify Support interface. The left sidebar shows the 'Labels' option in the settings menu. The main content area is titled 'Labels' and includes a description of labels and a message stating 'There are no labels available in this account.' A blue 'Add label' button is highlighted with a red box in the top right corner.

**Labels** [Add label](#)

Labels help you categorize and prioritize conversations and leads. You can assign a label to a conversation or contact using the side panel.

There are no labels available in this account.

4 Type 'VIP' in the label name field.



5 Click 'Create' to save the VIP label.

