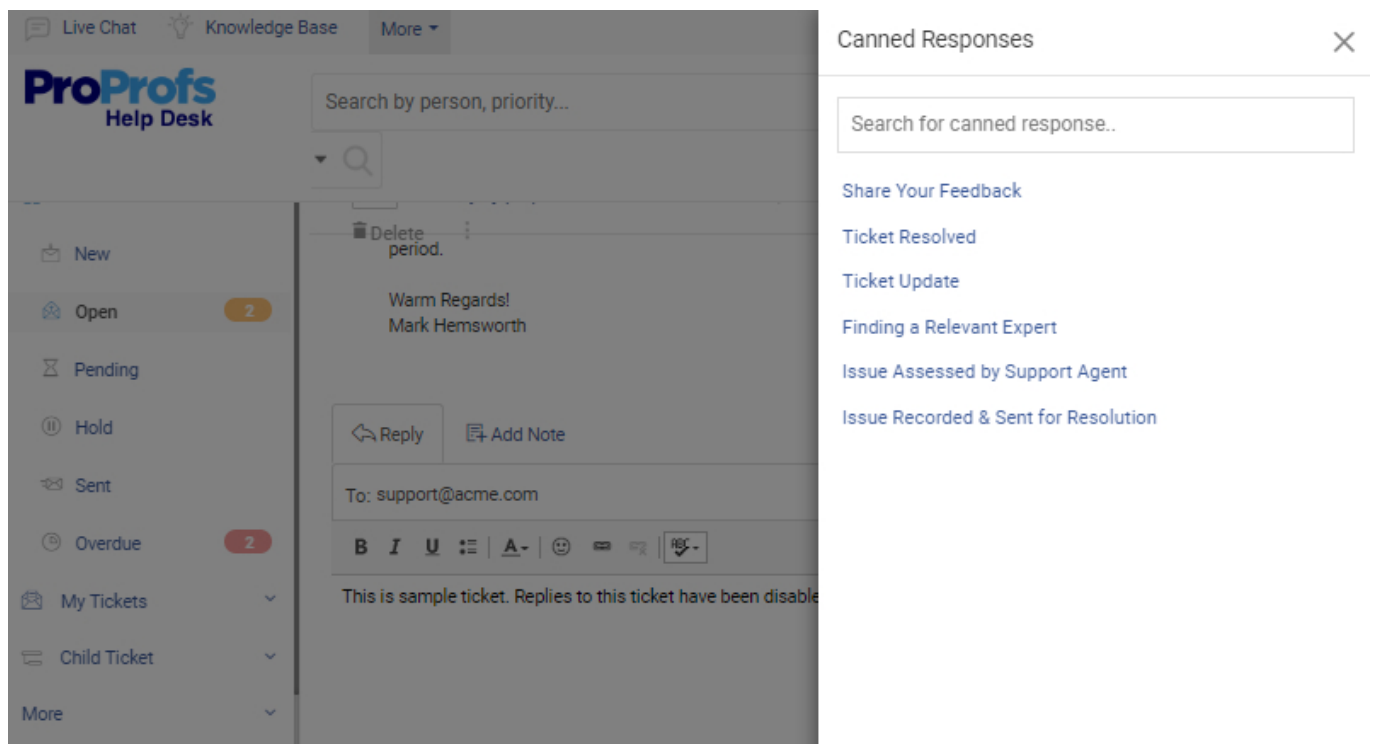


How to Create Canned Responses

Reply to the same customer questions with [canned responses](#) and save valuable time and effort. Save answers to common questions to shorten your response time and save keystrokes on repetitive typing. With canned responses, you type it once, save it and reuse it in tickets whenever you need it.

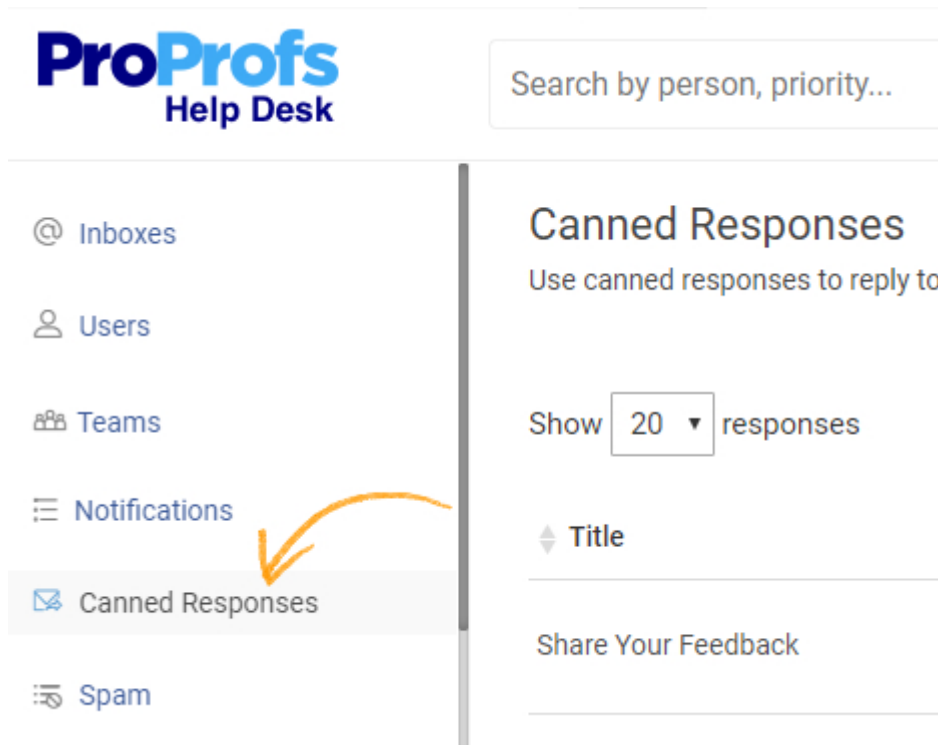
Canned responses are predefined messages displayed to the agents with the intent of answering repeated questions consistently. It helps the agents provide swift assistance to the customers, agents can search for particular canned responses through the search box.

Here's how canned responses appear to the agent:



Here's how you can create canned responses in Help Desk:

Step 1: Navigate to **Settings >> Canned responses**.



Step 2: Locate and click the **New Canned Response** button.




Step 3: Enter the canned response title. This title will be shown when you select a canned response for a user ticket. From the **Inboxes** drop-down menu, select the inbox that will use this response and add the canned response text in the **Message** text box. Once done, click "**Save**" to add and activate the canned response.


Add a New Canned Response





Add a new predefined set of reply that your support agent can send out with a single click.

Title

Inboxes 

Message

List of Placeholders 

B I U | **A-** |  |  |  | 

Hello {First Name},



It's been a while since your last update. Our team is still working on your issue and you can expect a response within {mention the expected time}. Meanwhile, we will keep you posted with the updates.

Have further questions? Feel Free to respond to this email or call us at {Phone Number}. Our 24*7 support team will be delighted to answer your questions.





Regards,
{Agent Name}

Add Canned Responses to a Ticket



You can add canned responses to a ticket by clicking the **Canned Responses** icon.




 Reply  Add Note

To: support@acme.com Cc Bcc

B I U | **A-** |  |  |  | 

|

 Add Attachment 

  Send As Resolved 

Canned Response

Reordering Canned Responses

If you feel that certain canned responses are more important than the others, you can change their order of appearance for all agents.

Here's how you can reorder your canned responses:

Step 1: Navigate to **Settings >> Canned Responses**.

Step 2: Hover your mouse over to the canned response whose order you want to change. Drag and drop it to its desired position.

Show responses Search by title or team...

Title	Inboxes	Last Updated	Status	Action
Voice mail		Feb 14	✓	⋮
Outages/ Server down/ Mass scale issue.	Feb 14	✓	⋮	
Product/Feature is not very intuitive.		Feb 14	✓	⋮
White Label Enabled		Feb 14	✓	⋮
Mode of Payment		Feb 14	✓	⋮

Related Articles:

- [How to Add Custom Fields?](#)
- [How to Setup Email Notifications?](#)
- [How to Mark Emails as Spam?](#)