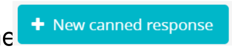
Creating and importing Canned responses

Canned responses are standard responses to a visitor's query. Agents can speed up their response times by using these standard templates in a chat session and editing it suitably before sending it. Admins can create as many canned responses as required and enable their agents to make use of it during an interaction with the customer.

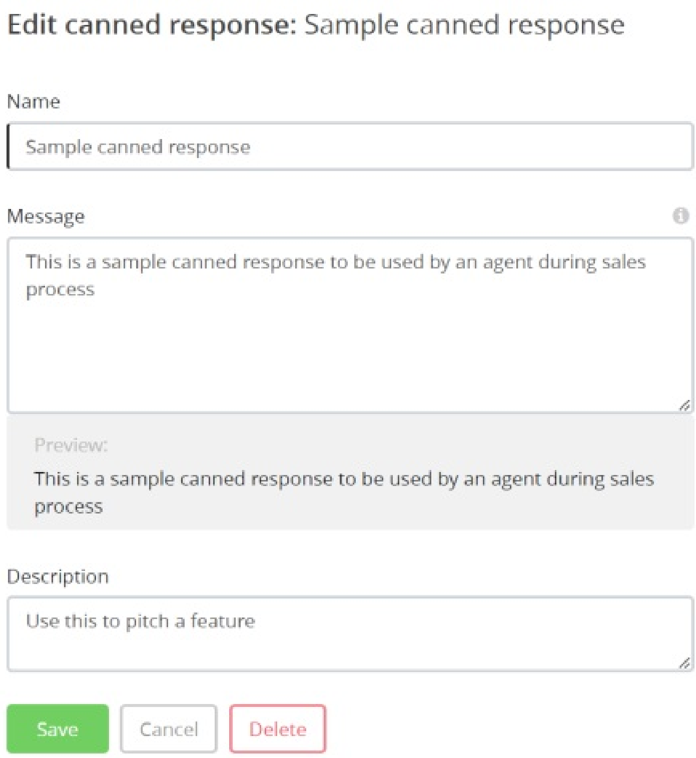
Creating canned responses

To create a canned response:

1. Go to Configure -> Canned responses -> click on the 

icon
2. Enter a name for the response and click **Save**

3. Type in a message template in the message box and describe when to use it, may be, in the Description box.



4. Click Save. Press icon to go to the list of canned responses.

To delete a canned response, type in the name of the canned response in the search tab or find it in the list and click on it to open the details. Click on **Delete** and confirm your decision.

Importing Canned responses

To bulk import canned responses, go to Configure -> Canned responses -> click on Import icon on the right hand side of your screen. You are required to download a CSV template and populate the data first. Then click on the Import csv file icon and select **Submit** to upload the responses.