

## Defining closures

Closure defines a possible outcome and reason for a case. A closure can have a positive, negative or a neutral outcome, default value being neutral.

To create a new closure:

1. Go to Configure -> Closures -> click on the **+ New closure** icon
2. Enter a suitable name for the closure and click **Save**. This will take you to the edit closure window.

**New closure**

Name

---

**Save** **Cancel**

3. Enter a description if desired and **Save**.

### Edit closure: Sample closure

Name

Description

Outcome

Text to Visitor

**Save** **Cancel** **Delete**

To delete a closure, look up for the closure from the list or in the search tab and click on it to open the edit closure screen. Press **Delete** and confirm your decision.

## Importing Closures

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.