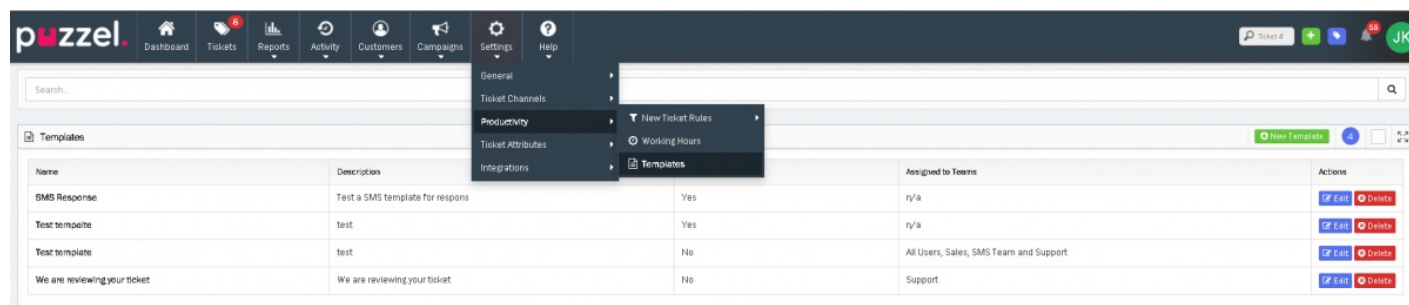


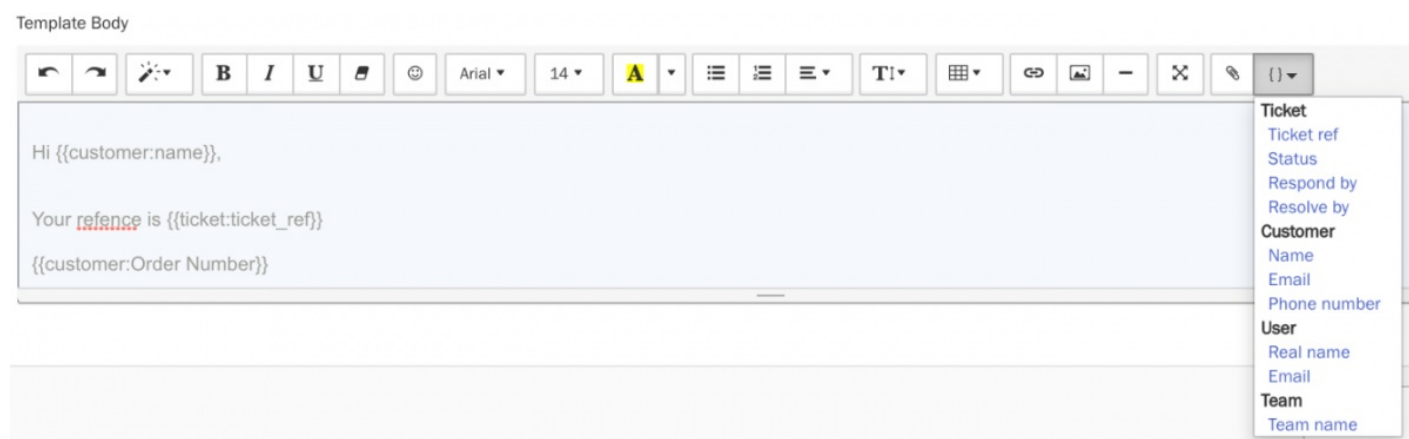
## Templates

Templates can be used to send Automated Replies, Canned messages, Automatic Follow-ups & provide scripted answers in your answers.



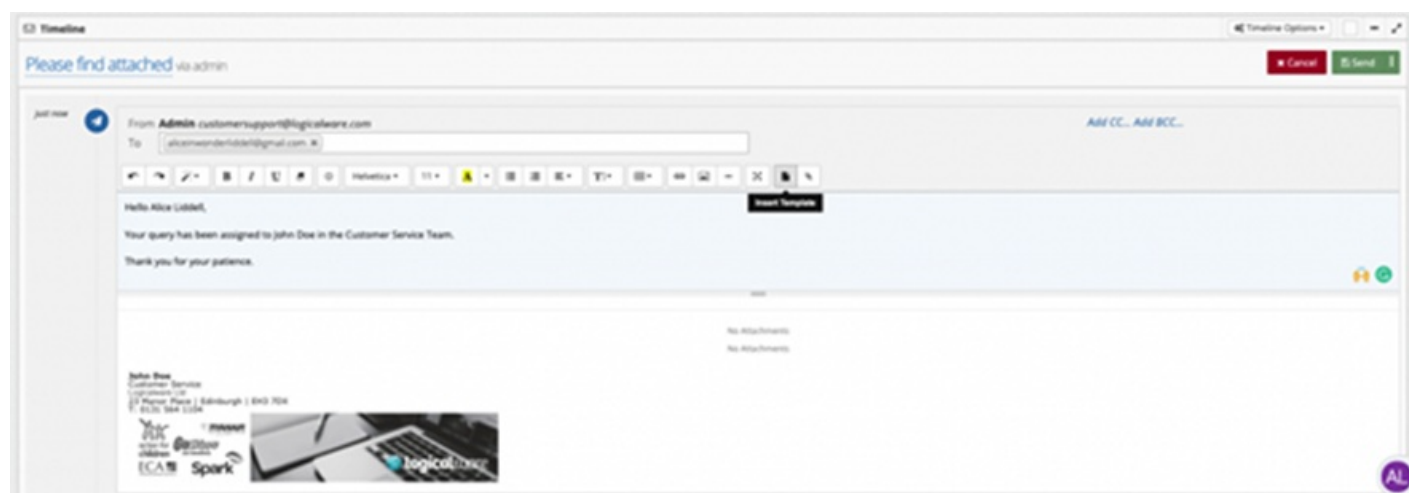
To create a new Template go to Settings -> Productivity -> Templates and click on **New Template** button. or if you want to update an existing Template, click on **Edit** against the template you wish to change.

Specify a name for the Template and determine which teams can use the Template. This will be useful for any Team or query specific responses that shouldn't be made available for some Users.



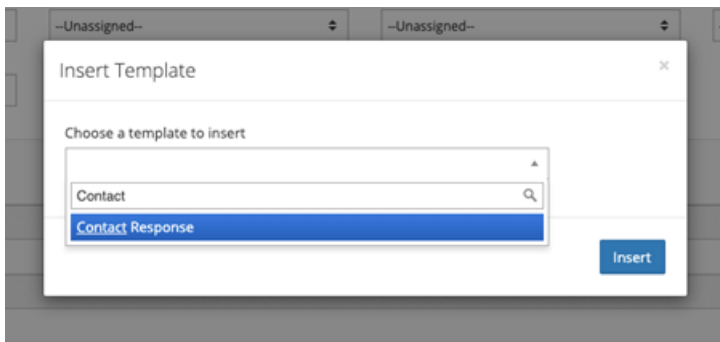
Type out the Template message in the text editor. You can select the Placeholders button to select from available fields that can autofill when the template is sent. For example, have the Customer's name automatically populate by using the **{{customer:name}}** placeholder.

You can also attach files such as PDFs, images Spreadsheets and other documents to templates. These attachments are automatically attached to your Ticket response when this Template is used in your reply.



One or more Templates can be added to your response when replying to a Ticket by select the **Insert Template** option

found in the text toolbar.



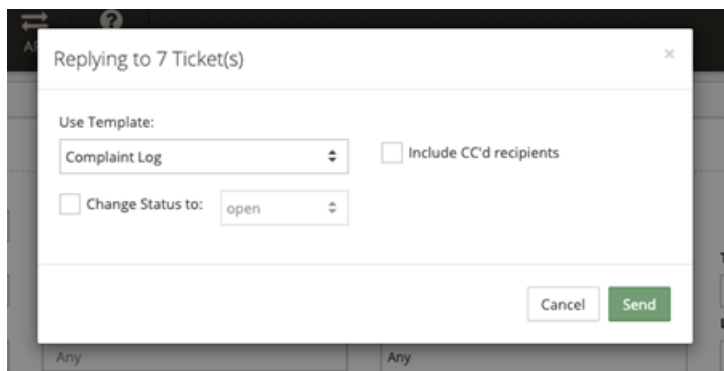
Templates can be searched for by their name. If you use a lot of template responses, we recommend using a naming scheme to make it easier to use the Template search option.

Other uses for Templates include the automatic replies, follow-up messages & pre-populate responses as used by the *New Ticket Rules*. These are found under the actions section when creating or editing a New Ticket Rule.

Templates can also be used for the Bulk Response tool from the Tickets List.

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
52	test email from mashud	[Avatar]	OPEN			NORMAL	All Users	ticket	3 days ago	mashud.ahmed@puzzel.com	Approved
51	Test ticket	JK	RESOLVED			NORMAL	All Users	ticket	11 days ago	jayanthi_prikumar@yahoo.co.in	communication
50	Technical support	[Avatar]	OPEN			NORMAL	All Users	ticket	18 days ago	christian.thorsrud@puzzel.com	

If you have access to the Bulk Update tool, you can select one or more Unresolved Tickets and then select the Bulk Response option.



The screenshot shows a modal dialog box titled "Replying to 7 Ticket(s)" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "Use Template:" containing a dropdown menu with "Complaint Log" selected. To the right of this dropdown is a checkbox labeled "Include CC'd recipients" which is currently unchecked. Below the dropdown is another checkbox labeled "Change Status to:" followed by a dropdown menu showing "open". At the bottom right of the dialog are two buttons: "Cancel" and "Send". The background of the application window is partially visible, showing a list of tickets with columns for "Any" and "Any".

Select the Template reply you want to send, if CC'd recipients should be included and even update the status of the selected Tickets once the response is sent. This is especially useful if lots of customers all get in touch regarding the same topic and require the same response.