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## How can I insert pre-defined text or canned responses?

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In Deskpro, you can use our Snippet feature to quickly insert pre-defined, canned responses into ticket messages.

Snippets are an agent productivity tool that lets you apply pre-written responses which can be quickly into the reply box. They are a way to avoid typing the same standardized responses over and over again.

You can use a snippet to automatically insert a piece of rich text, including images, attachments, and links.

You can create Snippets for your personal usage, for your teams, or globally in the helpdesk.

You can also apply variables that will automatically inject values from the User, Organization, or Ticket data, i.e. auto-populating the Snippet with the Ticket User's first name, to help make the canned response more personal.

The screenshot shows the Deskpro reply box interface. At the top is a rich text editor toolbar with options like Paragraph, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Link, Unlink, Bulleted List, Numbered List, and Quote. Below the toolbar, a snippet is being inserted into the text area. The snippet text is: "Hi {{ ticket.user.first\_name }}" followed by "I'm sorry you have run into this problem. I have escalated your issue to management. Someone will be in touch soon."

Snippets can be quickly added to the reply box through the use of Shortcodes, you can define these when creating the Snippet and apply them in the reply box with a forward slash (e.g., /problem/), which improves your efficiency further by removing the need to open the Snippet menu.

The screenshot shows the Deskpro reply box interface. A text input field contains the shortcode "/problem/". To the right of the input field is a "Forward" button. Below the input field, the text "/pro" is visible, indicating the shortcode is being applied. At the bottom of the reply box is a "Signature" button with a close icon (x).

For more information about creating and managing Snippets, check out the [Agent Guide](#).

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