

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

Lara Proud - 2023-08-24 - Comments (0) - Agent

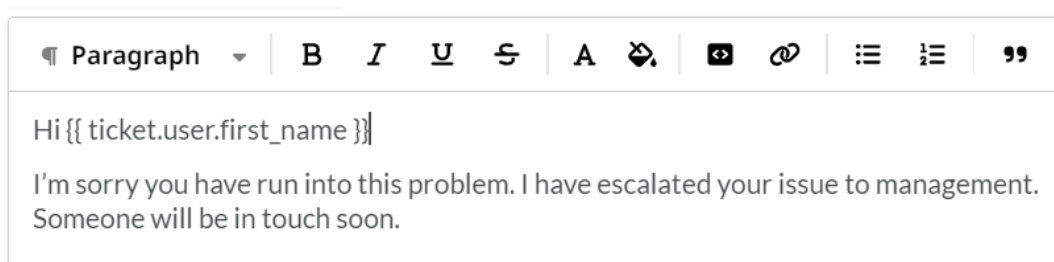
In Deskpro, you can use our Snippet feature to quickly insert pre-defined, canned responses into ticket messages.

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.

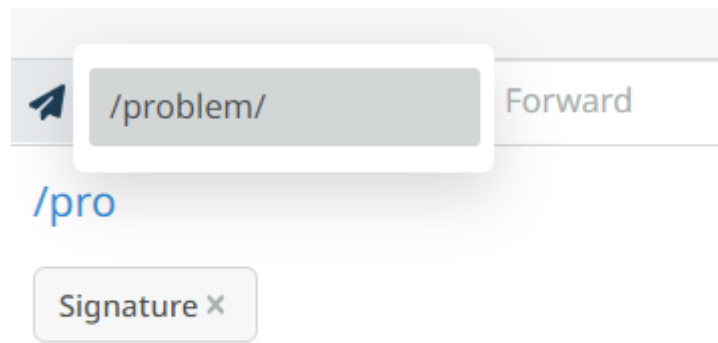
You can create Snippets for your personal usage, for your teams, or globally in the helpdesk.

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 a user interface for creating or editing a snippet. At the top is a horizontal toolbar with various icons: a paragraph icon, a dropdown arrow, bold (B), italic (I), underline (U), strikethrough (ABC), text color (A), background color (box with color), image (img), link (chain), bulleted list (three horizontal lines), numbered list (three horizontal lines with numbers), and quote (double quotes). Below the toolbar is a text input area containing the text: "Hi {{ ticket.user.first_name }}" followed by two lines of text: "I'm sorry you have run into this problem. I have escalated your issue to management." and "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.



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

Tags
Canned Responses
Productivity Tools
snippets