Add Snippets and Attachments to the Follow Ups reply actions

2022-09-06 - Lara Proud - [Comentários (0)](#) - [Product (Agent)](#)

You can now use Snippets and add Attachments to Follow Up reply actions. We have added this functionality to Follow Up replies to make it easier for you to create and format these automated responses.
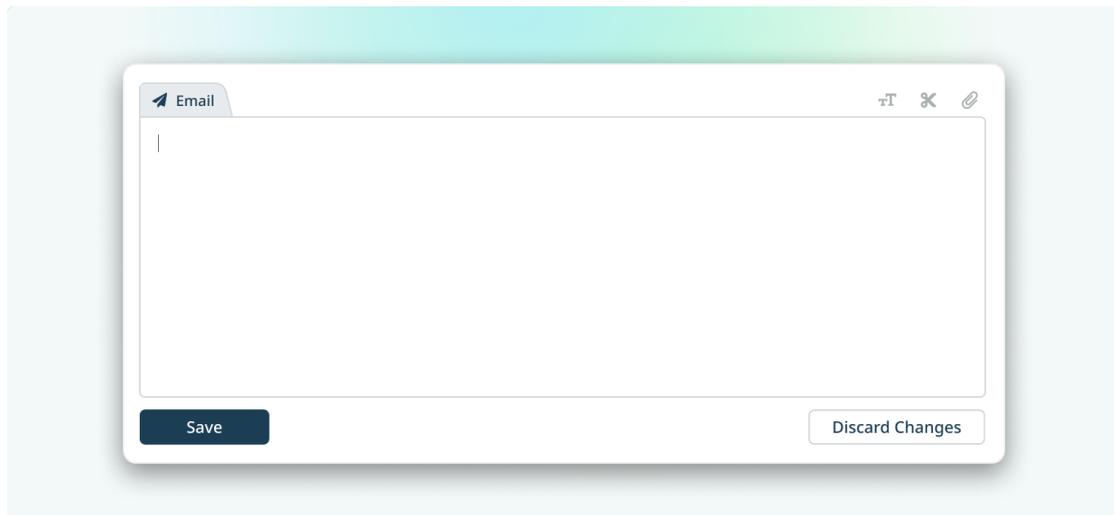
To use these features, open the follow up reply actions. In the top right-hand corner, Snippets and Attachments will be available to you in the editor to start constructing your follow ups. Previously, only the rich text editor was available for use, but with this change, you can build more standardized responses more efficiently.