

Click 'Staff Panel' > 'Knowledgebase' > 'Canned Responses'

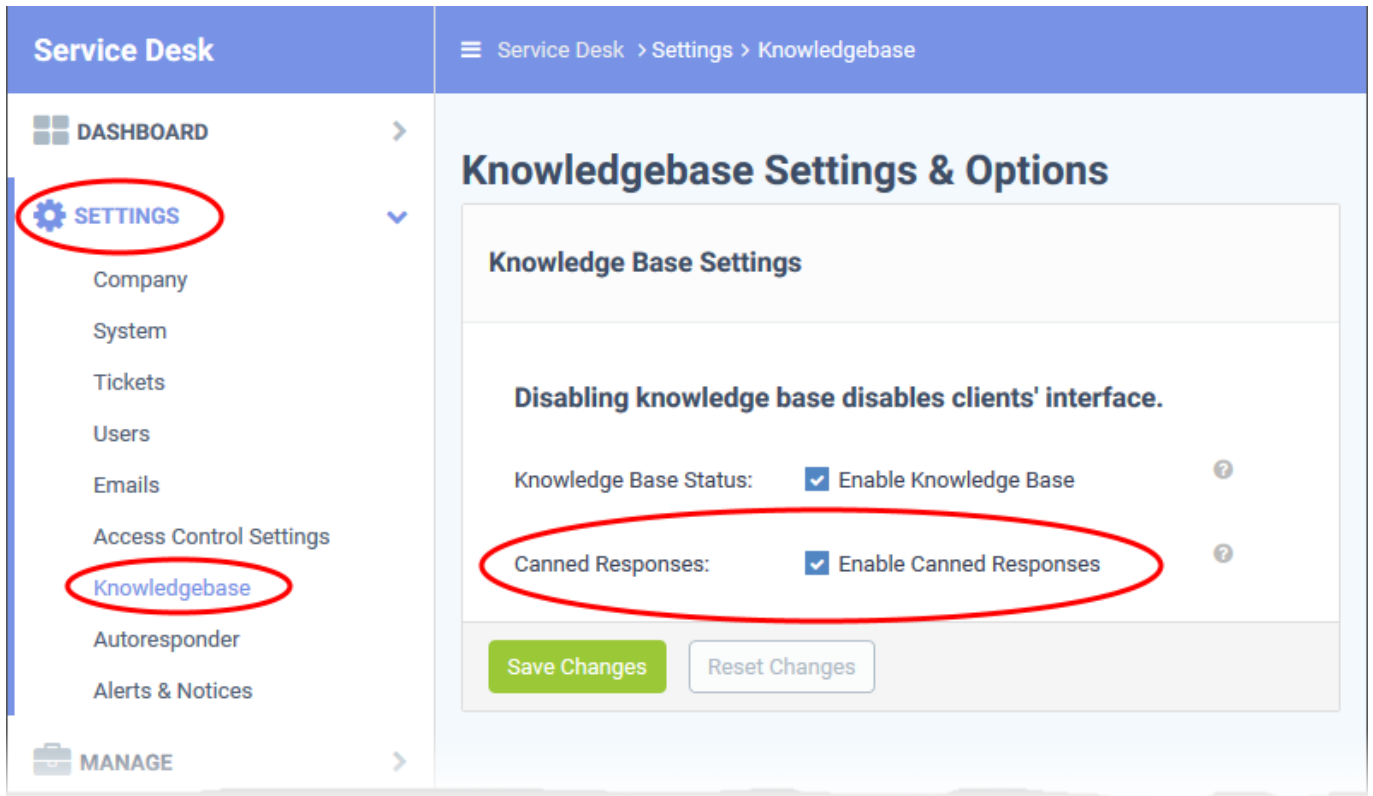
- Canned responses are saved answers to common problems that your staff can quickly paste into a ticket.
- Canned responses need to be enabled in 'Admin Panel' > 'Settings' > 'Knowledgebase'.
- You can automatically send a canned response in reply to certain tickets. You can set this behavior at 'Admin Panel' > 'Manage' > 'Ticket Filters'.
  - See [this wiki](#) if you want to read more about ticket filters at this stage.

Use the following links for more help with canned responses:

- [Enable canned responses](#)
- [The canned responses interface](#)
- [Create a new canned response](#)
- [Edit a canned response](#)
- [Remove a canned response](#)
- [Further reading](#)

## **Enable canned responses in Service Desk**

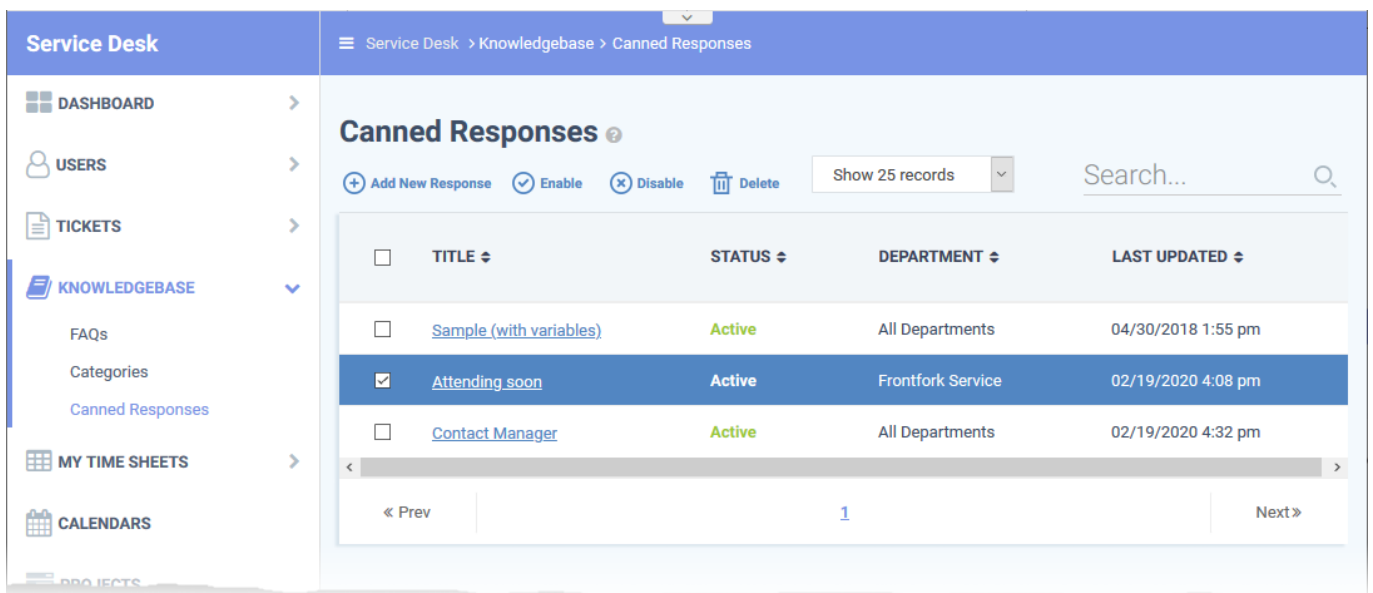
- Login to ITarian
- Click 'Applications' > 'Service Desk'
- Open the admin panel (see the last link on the left)
- Click 'Settings' > 'Knowledgebase'



- Select 'Enable Canned Responses'
- Click 'Save Changes' for your settings to take effect

### The canned responses interface

- Open the staff panel (see the last link on the left)
- Click 'Knowledgebase' > 'Canned Responses'



- **Title:** The name of the response.
  - Click the name of a canned response to update it. See [Edit a canned response](#) if you need help with this.

- **Status:** Indicates whether the response is active or disabled. Staff can only view and use 'active' responses when answering a ticket.
- **Department:** The [Service Desk](#) department to which the canned response is assigned. The response is only available for use on tickets assigned to this department.
- **Last Updated:** Date and time the response was most recently edited.

### **Create a new canned response**

- Open the staff panel (see the last link on the left)
- Click 'Knowledgebase' > 'Canned Responses'
- Click 'Add New Response'

## Canned Responses ?

**+ Add New Response**  Enable  Disable  Delete

<input type="checkbox"/>	TITLE ↕	STATUS ↕	
<input type="checkbox"/>	<a href="#">Sample (with variables)</a>	Active	
<input type="checkbox"/>	<a href="#">Attending soon</a>	Active	
<input checked="" type="checkbox"/>	<a href="#">Contact Manager</a>	Active	

### Add New Canned Response

#### Canned Response Settings

Status:  Active  Disabled


Department :

All Departments

#### Canned Response: Make the title short and clear

Title

Canned Response \* [\(Supported Variables\)](#)



Canned Attachments (optional) ?

No file selected.

You can upload up to 10 attachments per canned response.

#### Internal Notes: Notes about the canned response

Add Response

Reset

Cancel

- **Status:**
  - **Active:** The canned response is available for staff to use when responding to a ticket.
  - **Disabled:** The canned response is not available to staff.
- **Department:** Assign the response to a specific Service Desk department. The response is only available for use on tickets assigned to this department. Choose 'All Departments' to make it available to all.
- **Title:** Enter a brief description of the canned response. This should tell staff members about the contents of the actual response.
- **Canned Response:** Enter the reply text in the space provided. You can also insert variables into the text to fetch relevant information from the database.
  - See [Variables available for use in a message](#) for help to view the list of variables that can be used in a message.
- **Canned Attachments:** Add attachments to the response. Please take care to reference the attachment in your response text. Click the 'Browse' button to upload your files. You can attach a maximum of 10 files per response.
- **Internal Note:** Add remarks about the response for internal purposes.
- Click the 'Add Response' button to save the reply text.

### Variables available for use in a message

- Variables are dynamic fields which you can add to canned responses. The values of the variables are drawn from the ticket data and from your support portal.

For example: `%{ticket.dept}` - Inserts the name of the department to which the ticket is assigned.

- Place your mouse over 'Supported Variables' to view a list of variables you can use in the response content:



- Insert the variables into the content where required. For example 'Your ticket has been assigned to `%{ticket.assigned}` in the `%{ticket.dept}` department.'

### Expandable Variables:

- Expandable variables are variables to which you can add certain terms to fetch very specific information:

<code>%{ticket.close_date}</code>	Date closed	.full
<code>%{ticket.client_link}</code>	Client's ticket view link	.legal
<code>%{ticket.staff_link}</code>	Staff's ticket view link	.short
<b>Expandable Variables (See Wiki)</b>		
<code>%{ticket.topic}</code>	Help topic	.formal
<code>%{ticket.dept}</code>	Department	.shortformal
<code>%{ticket.staff}</code>	Assigned/closing staff	.lastfirst
<code>%{ticket.team}</code>	Assigned/closing team	
<b>Scheduled Reports Variables</b>		
<code>%{report.type}</code>	Report type name	
<code>%{recipient.name}</code>	Recipient name	

The possible extended variables are given below:

### Topic

`%{ticket.topic.name}` – The ticket category to which the ticket belongs.

`%{ticket.topic.parent}` – The parent category to the category to which the ticket belongs.

### Department

`%{ticket.dept.name}` - The department to which the ticket is assigned.

`%{ticket.dept.manager}` - The person-in-charge of the department to which the ticket is assigned.

`%{ticket.dept.signature}` - The signature message configured for the department.

`%{ticket.dept.emailAddress}` - The contact email address of the department to which the ticket is assigned.

### Staff

`%{ticket.staff.name}` – The staff member or the admin to whom the ticket is assigned.

`%{ticket.staff.dept}` – The department to which the staff member belongs.

`%{ticket.staff.TZoffset}` – The date and time at which the ticket is assigned to the staff member

`%{ticket.staff.email}` – The email address of the staff member to whom the ticket is assigned.

`%{ticket.staff.signature}` – The signature message of the staff member

### Edit a canned response

- Open the staff panel (see the last link on the left)
- Click 'Knowledgebase' > 'Canned Responses'
- Click the canned response you want to update

## Canned Responses ?

[+ Add New Response](#) [✓ Enable](#) [✗ Disable](#) [🗑 Delete](#)

<input type="checkbox"/>	TITLE <span>↕</span>	STATUS <span>↕</span>
<input type="checkbox"/>	<a href="#">Sample (with variables)</a>	Active
<input type="checkbox"/>	<a href="#">Attending soon</a>	Active
<input type="checkbox"/>	<a href="#">Contact Manager</a>	Active

### Update Canned Response

#### Canned Response Settings

Status:  Active  Disabled

Department :

Frontfork Service

#### Canned Response: Make the title short and clear

Title

Attending soon

Canned Response \* ([Supported Variables](#))

<> Aa **B** *I* U

We have received your request, The issue will be attended soon by `%(ticket_staff.name)`

Thanks.

Your friendly neighborhood support team.

- Edit the parameters as required

- The 'Update Canned Response' screen is similar to the 'Add a New Canned Response' screen. See above for descriptions of the fields
- Click the 'Save Changes' button for your modifications to take effect.

## Remove a canned response

Canned responses that are no longer of use, can be removed from Service Desk.

- Open the staff panel (see the last link on the left)
- Click 'Knowledgebase' > 'Canned Responses'
- Select the canned response you want to remove
- Click 'Delete' at the top



- Click 'Yes, Do it!' to confirm the removal

## Further reading:

- [How to view and take actions on a ticket](#) - Read more on using canned responses when replying to tickets.