

# Canned Responses Creation and Modification

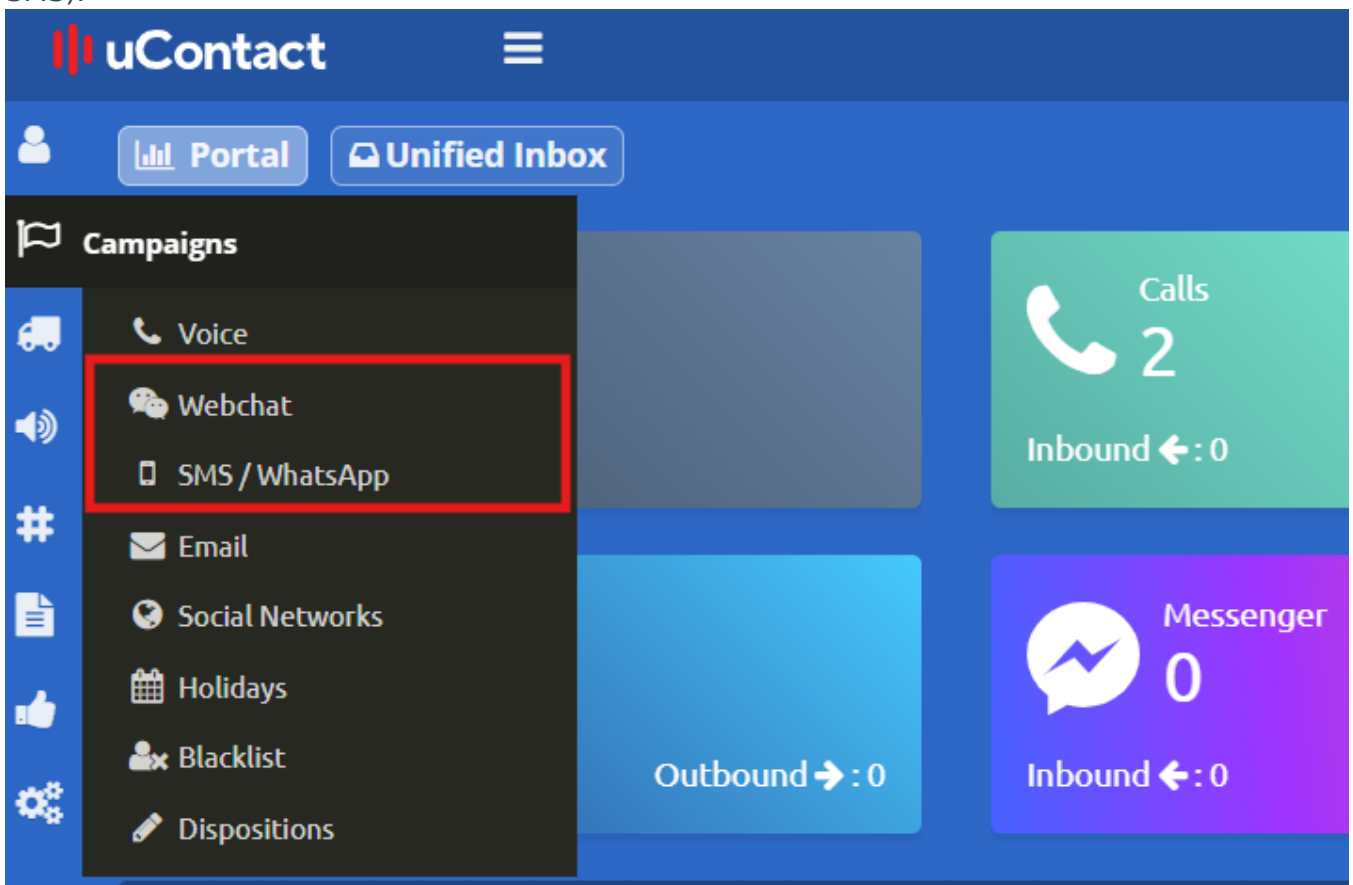
How to manage canned responses:

## Prerequisites:

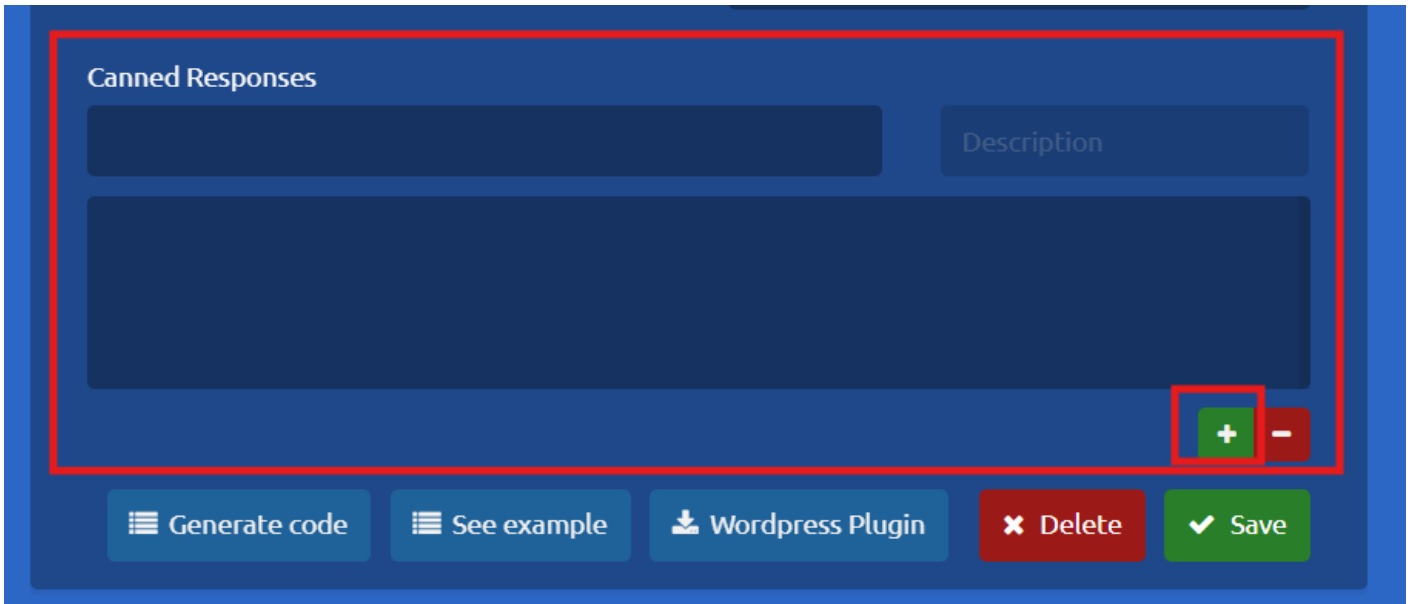
- **Permissions:** Supervisor access is required to create or manage Canned Responses.
- **Availability:** This feature is available for all campaign types **except** Telephony and Email.

## Creating a New Canned Response

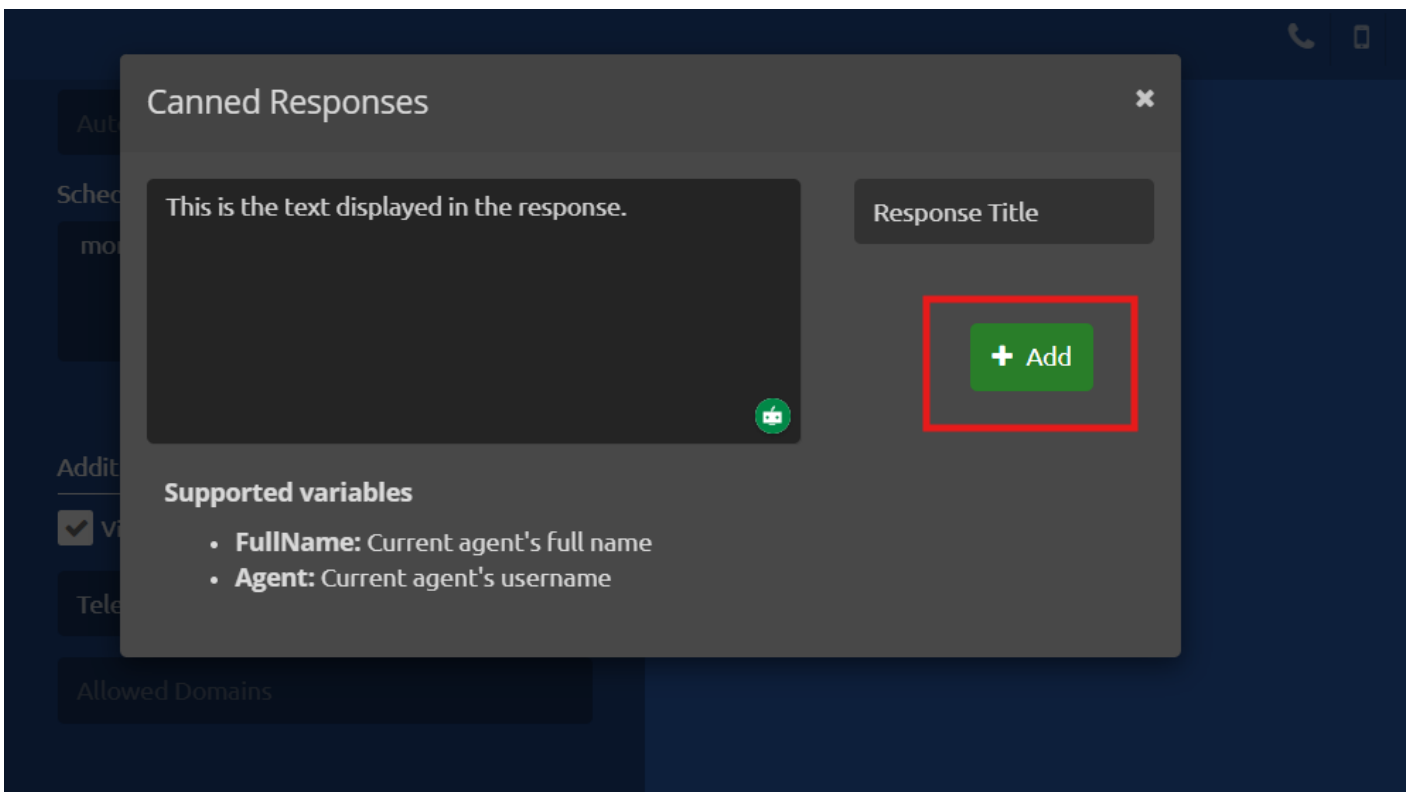
1. Click on the **Campaigns** button and select your desired campaign type (e.g., Webchat, SMS).



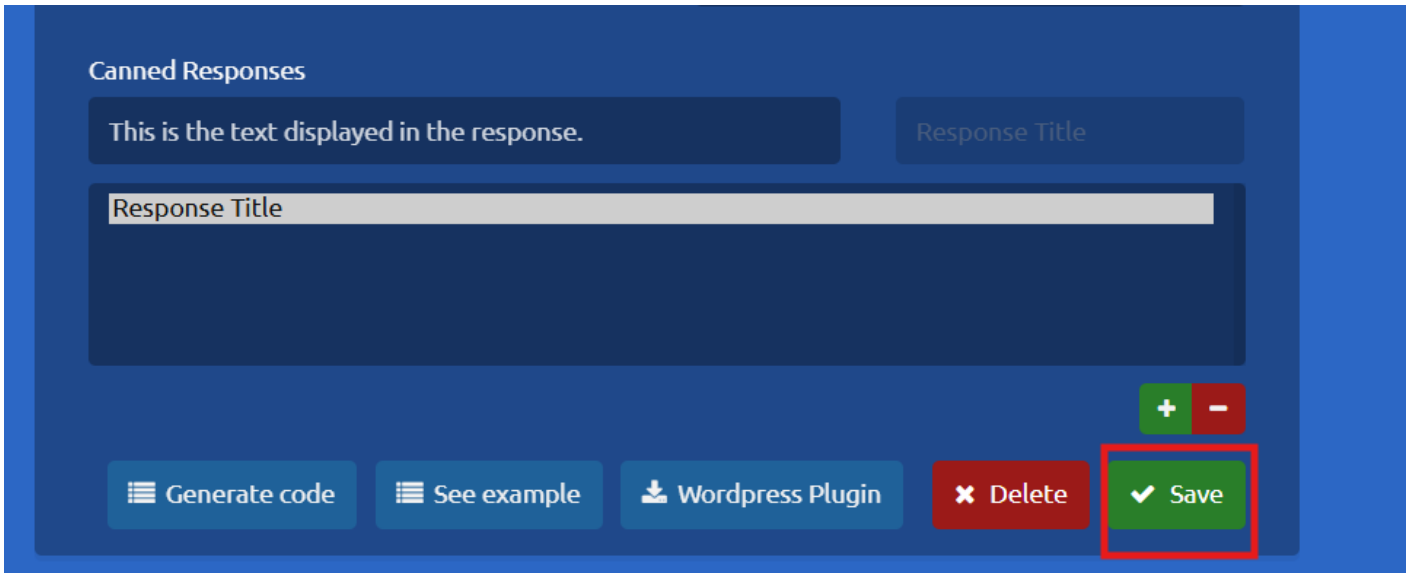
2. Choose the specific campaign you want to configure. Scroll down to the bottom of the settings page to locate the **Canned Responses** section, then click the + (Plus) icon to add a new response.



3. A dialog box will appear. Enter a **Title** and the **Text** for your response, then click **Add**.

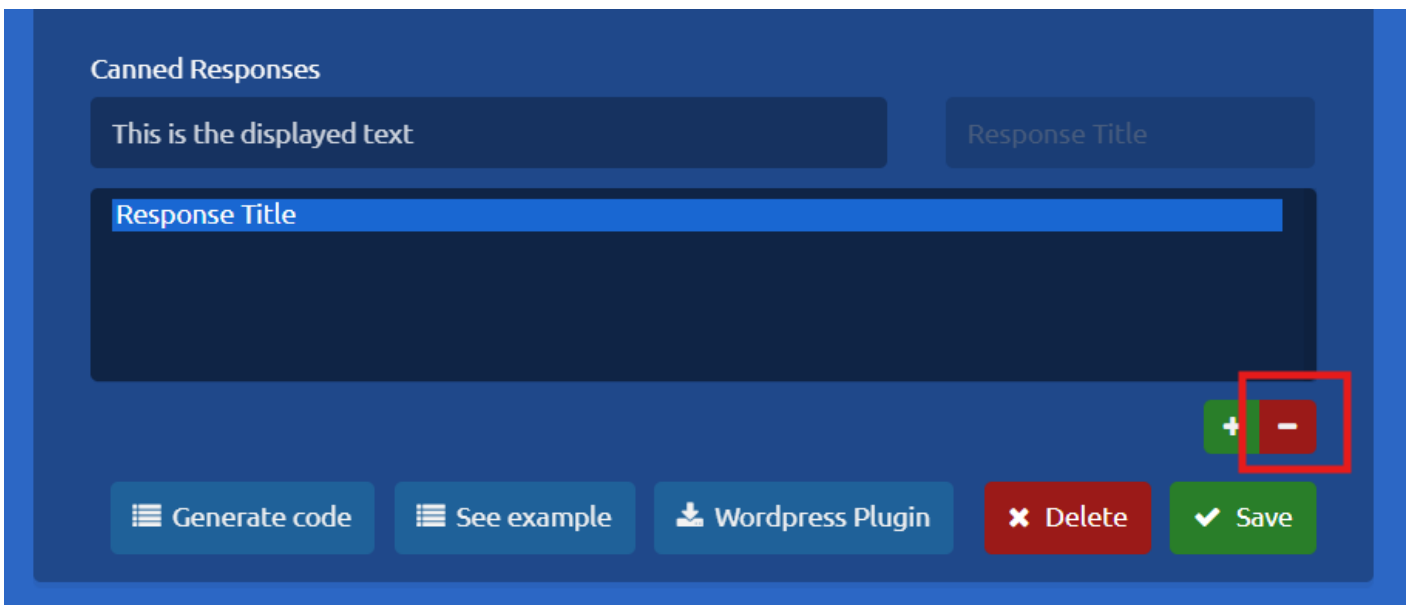


4. Once added, click **Save** on the main page to apply the new Canned Response to your campaign.



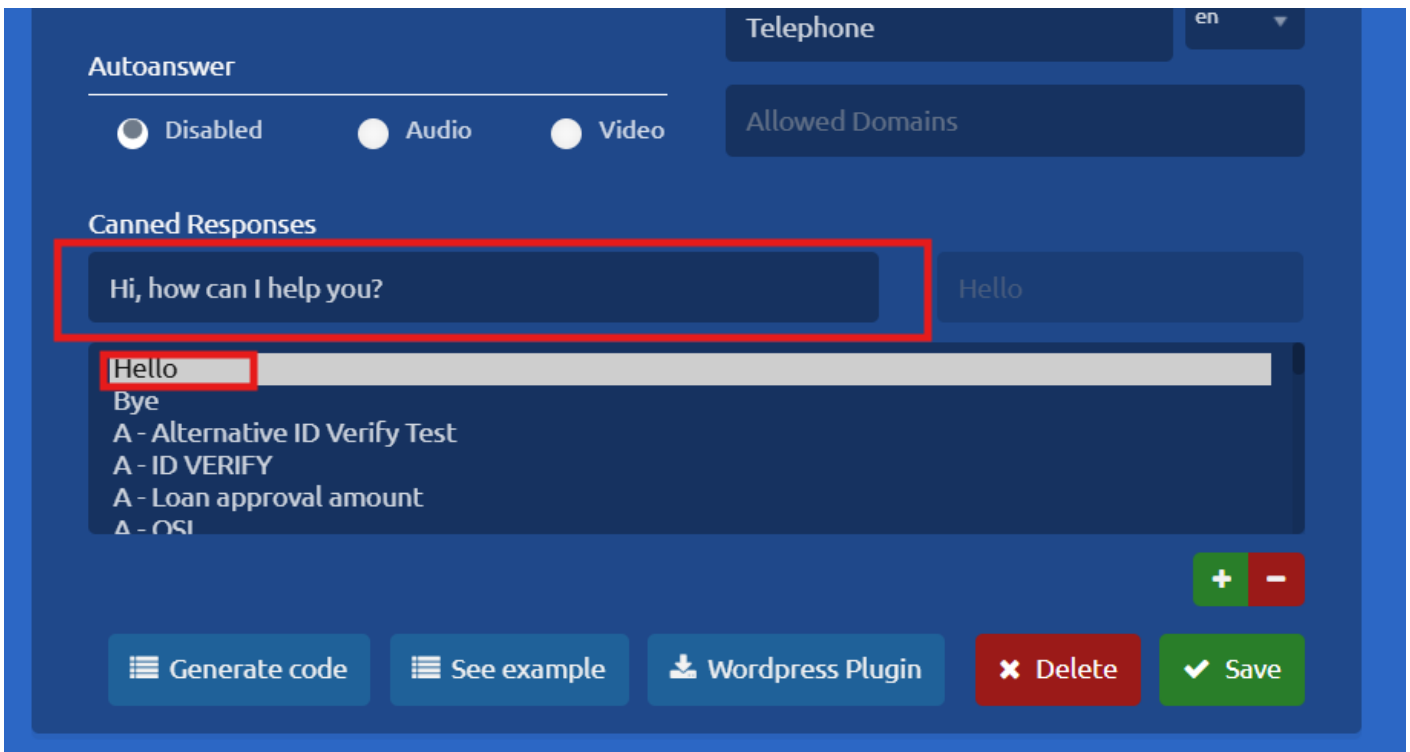
## Deleting a Canned Response:

1. Select your campaign and scroll down to the **Canned Responses** section.
2. Locate the response you wish to remove and click the - (Minus) icon next to it

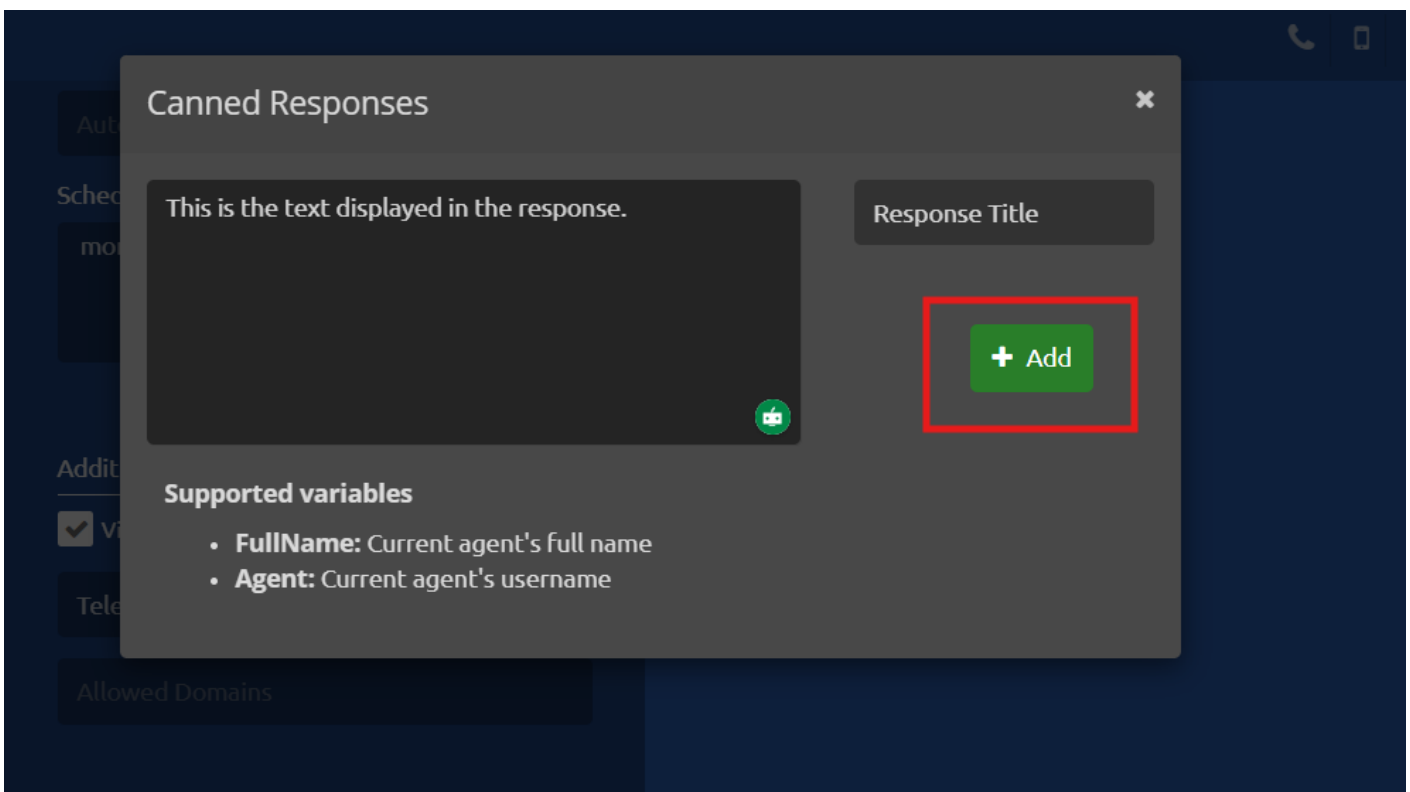


## Editing a Canned Response

1. Select your campaign and scroll down to the **Canned Responses** section.
2. Click on the Canned Response you wish to modify, then click directly on its text area.



3. A dialog box will open where you can edit both the title and the text. Once you have made your changes, click **add**.



4. Finally, click **Save** on the main campaign settings page to ensure your updates are applied.

Canned Responses

This is the text displayed in the response.

Response Title

Response Title

+ -

Generate code See example Wordpress Plugin Delete Save

Revision #9

Created 10 April 2026 19:51:52 by Abril Ruiz

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