Operator Reply Templates

Reply templates let you define templates that populate the editor as
you go to respond to a ticket. Reply templates can make use of merge
fields to create customised greetings, signatures and can be
configured per brand/department.

By default the table is sorted based on name. Once the table has loaded you're able to change the sort column by clicking the up/down arrows:

- Down arrow: descending order
- Up arrow: ascending order

This action is only temporary and will disappear once the page has been reloaded.

It's possible to filter operators based on their name:

- Visit Settings -> Users -> Operator Reply Templates and click "Filter Results".
- 2. Search terms:
 - Name It is possible to search for partial names. For example, you could find "John Smith" by searching for "joh" or "ith".
- 3. The table will be filtered automatically as you enter search terms.

To update an operator's reply templates, please follow the following steps.

- 1. Visit **Settings -> Users -> Operator Reply Templates**. Find the operator and click the edit (pencil) icon on the right side of the table row.
- 2. Complete the input fields:
 - 1. **Department** The name of the role.
 - 2. **Reply Template** The reply template content, are allowed.
- 3. To add a new reply template for a different department, use the 'Add for department...' dropdown towards the bottom of the page.
- 4. Clicking the brand tabs will allow you to create reply templates that apply to that specific brand only, otherwise the default reply template is used.
- 5. Click the "Submit" button.

Online URL:

https://docs.supportpro.vn/article/operator-reply-templates-127.html