

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:

1. Visit **Settings -> Users -> Operator Reply Templates** and click "Filter Results".
2. Search terms:
 1. **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, [REDACTED] 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>