

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. To create and edit reply templates for other operators, please see [REDACTED].

To update your reply templates, please follow the following steps.

1. Hover over the user icon in the top right of the screen and click "Reply Templates" in the dropdown that appears.
2. Complete the input fields:
 1. **Department** - The name of the role.
 2. **Reply Template** - The reply template content, [REDACTED] [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/reply-templates-315.html>