

How to manage canned responses in Service Desk

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.

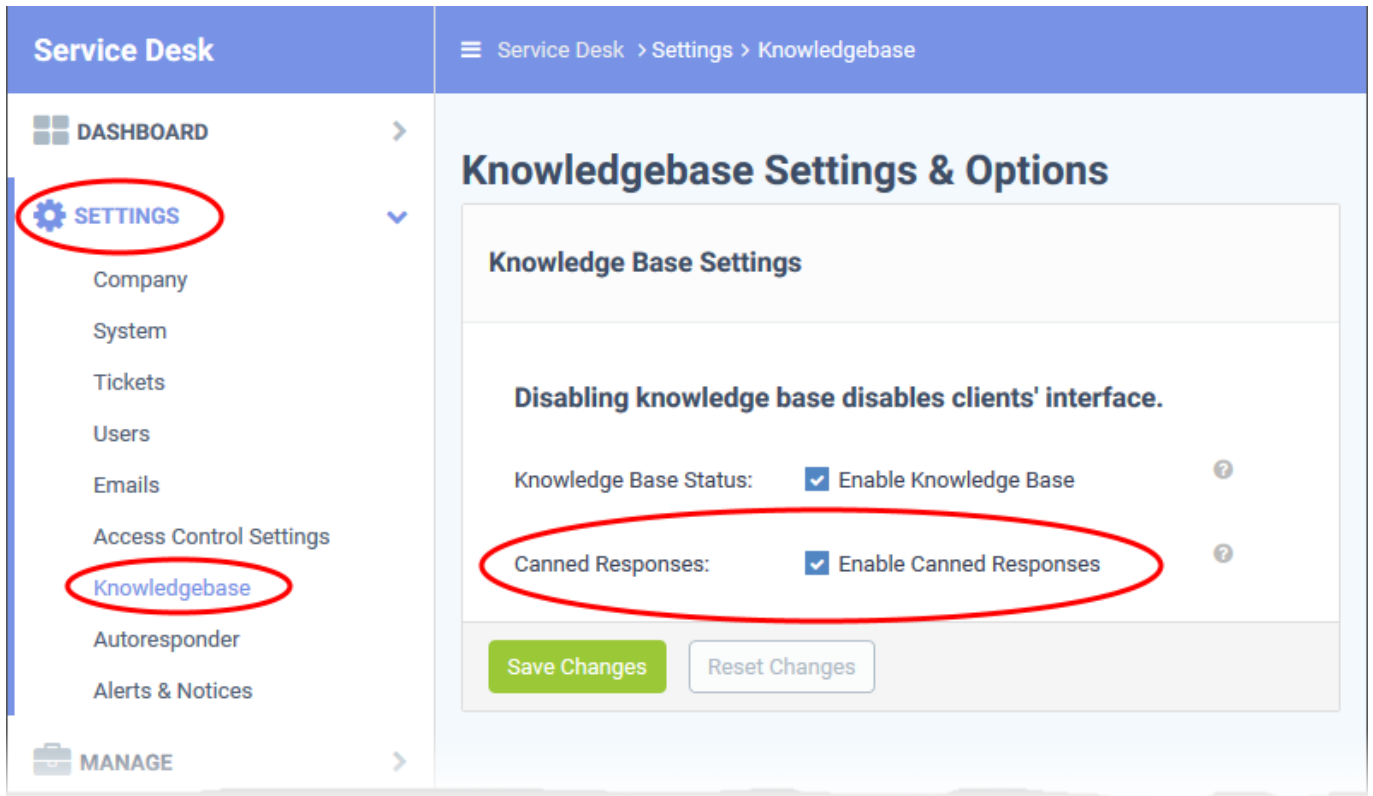
Use the following links for more help with canned responses:

- [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 Comodo One / Dragon
- Click 'Applications' > 'Service Desk'
- Open the admin panel (see the last link on the left)
- Click 'Settings' > 'Knowledgebase'

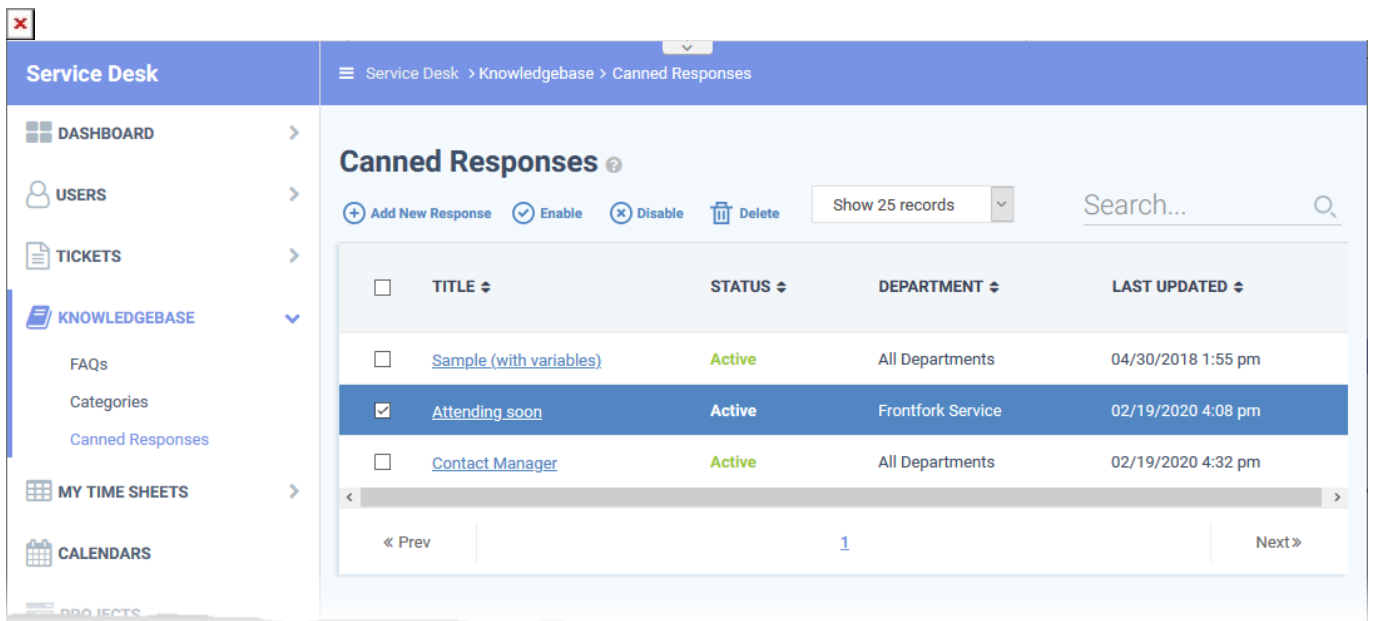




- Select 'Enable Canned Responses'
- Click 'Save Changes' for your settings to take effect

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"/>	Sample (with variables)	Active	
<input type="checkbox"/>	Attending soon	Active	
<input checked="" type="checkbox"/>	Contact Manager	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:

Title

Your request is under processing

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

Sir / Madam,

Your request is under processing, A support

Ticket Variables

Please note that non-base variables depend on the context of use.

Base Variables		Other Variables	
<code>%{ticket.id}</code>	Ticket ID (internal ID)	<code>%{message}</code>	Incoming message
<code>%{ticket.number}</code>	Ticket number (external ID)	<code>%{response}</code>	Outgoing response
<code>%{ticket.email}</code>	Email address	<code>%{comments}</code>	Assign/transfer comments
<code>%{ticket.name}</code>	Full name — see <i>name expansion</i>	<code>%{note}</code>	Internal note (<i>expandable</i>)
<code>%{ticket.subject}</code>	Subject	<code>%{assignee}</code>	Assigned staff/team
<code>%{ticket.phone}</code>	Phone number ext	<code>%{assigner}</code>	Staff assigning the ticket
<code>%{ticket.status}</code>	Status	<code>%{url}</code>	ITarian Service Desk's base url (FQDN)
<code>%{ticket.priority}</code>	Priority	<code>%{reset_link}</code>	Reset link used by the password reset feature
<code>%{ticket.asset}</code>	Asset type		
<code>%{ticket.category}</code>	Category		
<code>%{ticket.subcategory}</code>	Subcategory		
<code>%{ticket.assigned}</code>	Assigned staff and/or team		
<code>%{ticket.create_date}</code>	Date created		
<code>%{ticket.due_date}</code>	Due date		
<code>%{ticket.close_date}</code>	Date closed		
<code>%{ticket.client_link}</code>	Client's ticket view link		
<code>%{ticket.staff_link}</code>	Staff's ticket view link		
<i>Expandable Variables (See Wiki)</i>			
<code>%{ticket.topic}</code>	Help topic		
<code>%{ticket.dept}</code>	Department		
<code>%{ticket.staff}</code>	Assigned/closing staff		
<code>%{ticket.team}</code>	Assigned/closing team		
Scheduled Reports Variables			
<code>%{report.type}</code>	Report type name		
<code>%{recipient.name}</code>	Recipient name		
<code>%{report.datetime_from}</code>	Report filter time (FROM)		
<code>%{report.datetime_to}</code>	Report filter time (TO)		

- 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	<code>.full</code>
<code>%{ticket.client_link}</code>	Client's ticket view link	<code>.legal</code>
<code>%{ticket.staff_link}</code>	Staff's ticket view link	<code>.short</code>
<i>Expandable Variables (See Wiki)</i>		
<code>%{ticket.topic}</code>	Help topic	<code>.formal</code>
<code>%{ticket.dept}</code>	Department	<code>.shortformal</code>
<code>%{ticket.staff}</code>	Assigned/closing staff	<code>.lastfirst</code>
<code>%{ticket.team}</code>	Assigned/closing team	
Scheduled Reports Variables		
<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



- 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

The screenshot shows the 'Canned Responses' management interface. At the top, there are navigation links: 'Service Desk > Knowledgebase > Canned Responses'. Below this, the title 'Canned Responses' is displayed with a help icon. Action buttons include '+ Add New Response', 'Enable', 'Disable', and 'Delete' (circled in red). A search bar and 'Show 25 records' dropdown are also present. The main table lists three canned responses:

<input type="checkbox"/>	TITLE ⇅	STATUS ⇅	DEPARTMENT ⇅	LAST UPDATED ⇅
<input type="checkbox"/>	Sample (with variables)	Active	All Departments	04/30/2018 1:55 pm
<input type="checkbox"/>	Attending soon	Active	Frontfork Service	02/19/2020 4:08 pm
<input checked="" type="checkbox"/>	Contact Manager	Active	All Departments	02/19/2020 4:32 pm

Below the table, a 'Please Confirm' dialog box is shown. It contains the following text:

Please Confirm

Are you sure you want to DELETE selected canned responses?

Deleted items CANNOT be recovered, including any associated attachments.

Buttons: No, Cancel | Yes, Do it!

- 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.