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

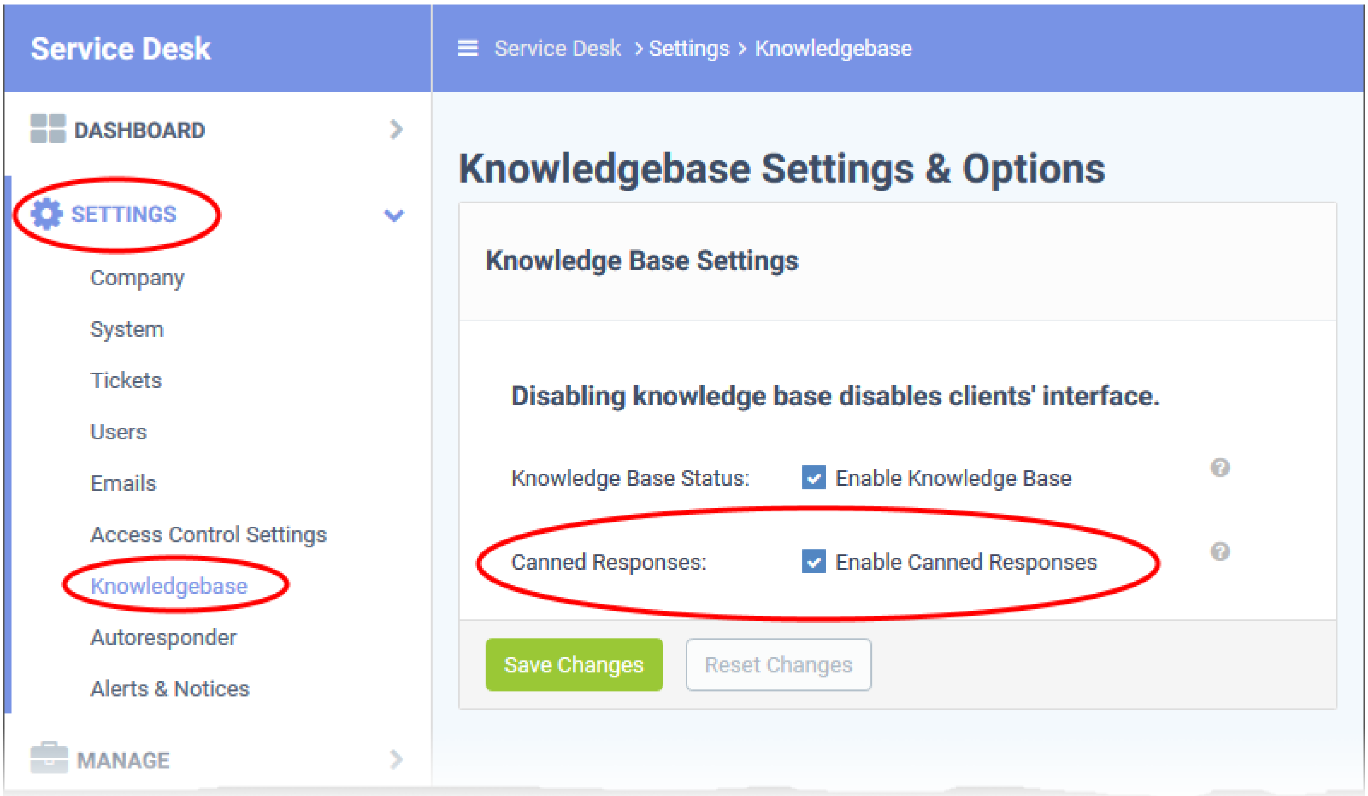
Enable canned responses in Service Desk

- Login to Comodo One / Dragon

- Click 'Applications' > 'Service Desk'

- Open the admin panel (see the last link on the left)

- Click 'Settings' > 'Knowledgebase’



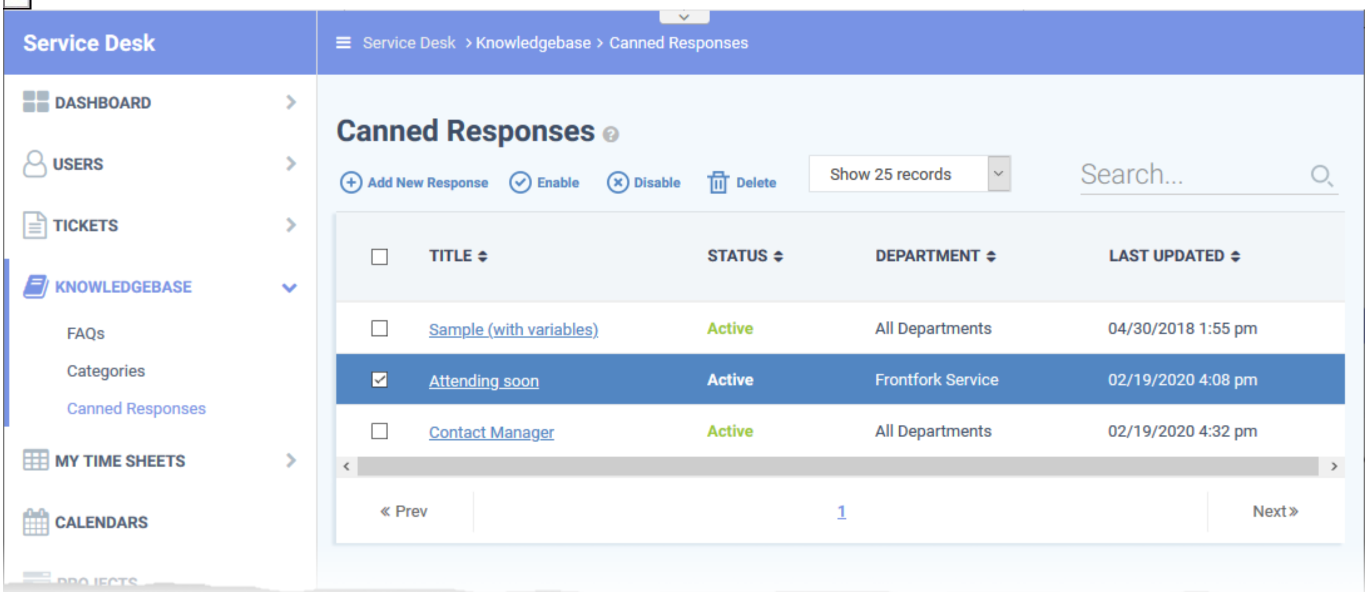
- Select 'Enable Canned Responses'

- 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.

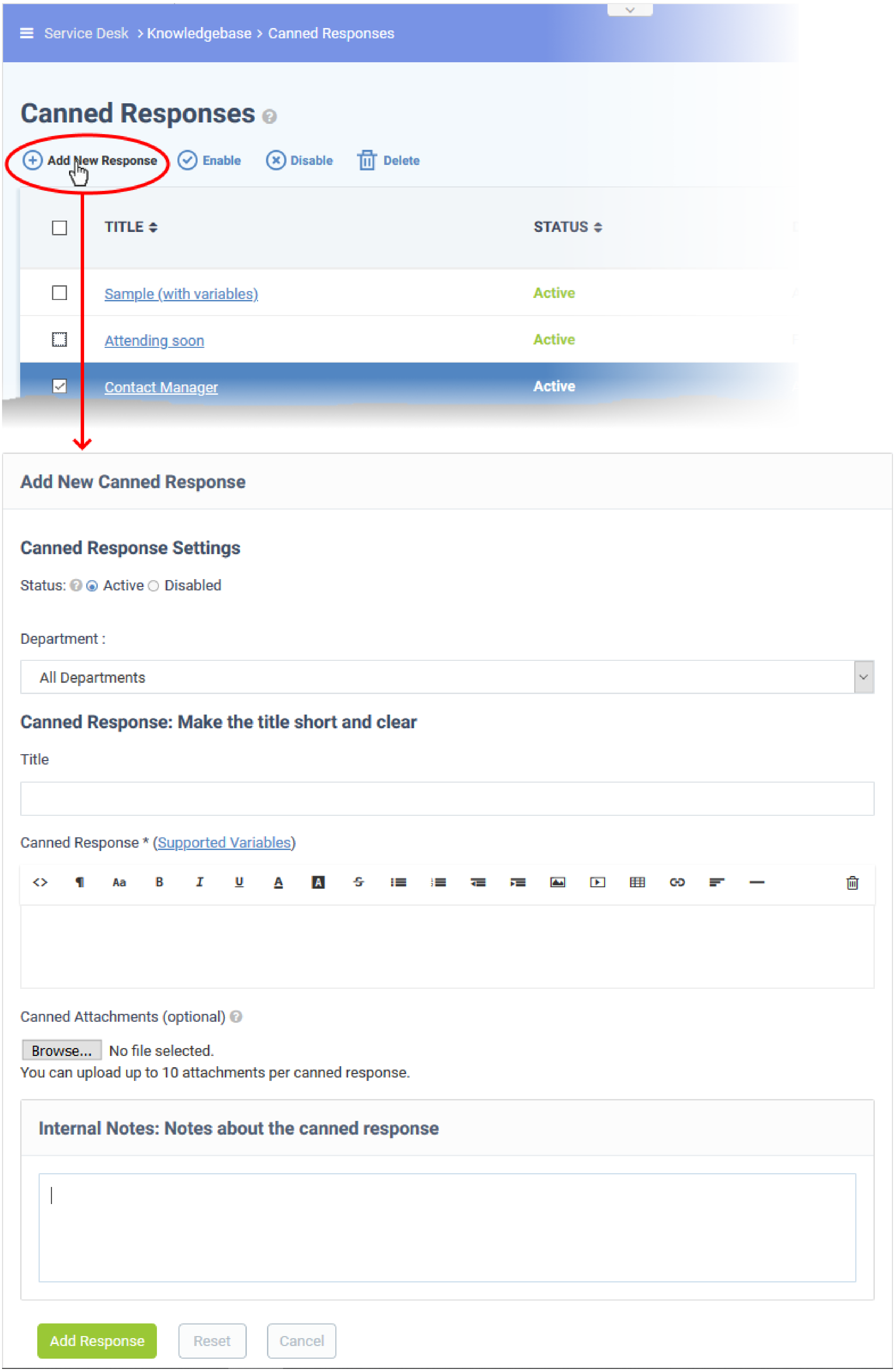
- **Last Updated**: Date and time the response was most recently edited.

Create a new canned response

- Open the staff panel (see the last link on the left)

- Click 'Knowledgebase' > 'Canned Responses'

- Click 'Add New Response'

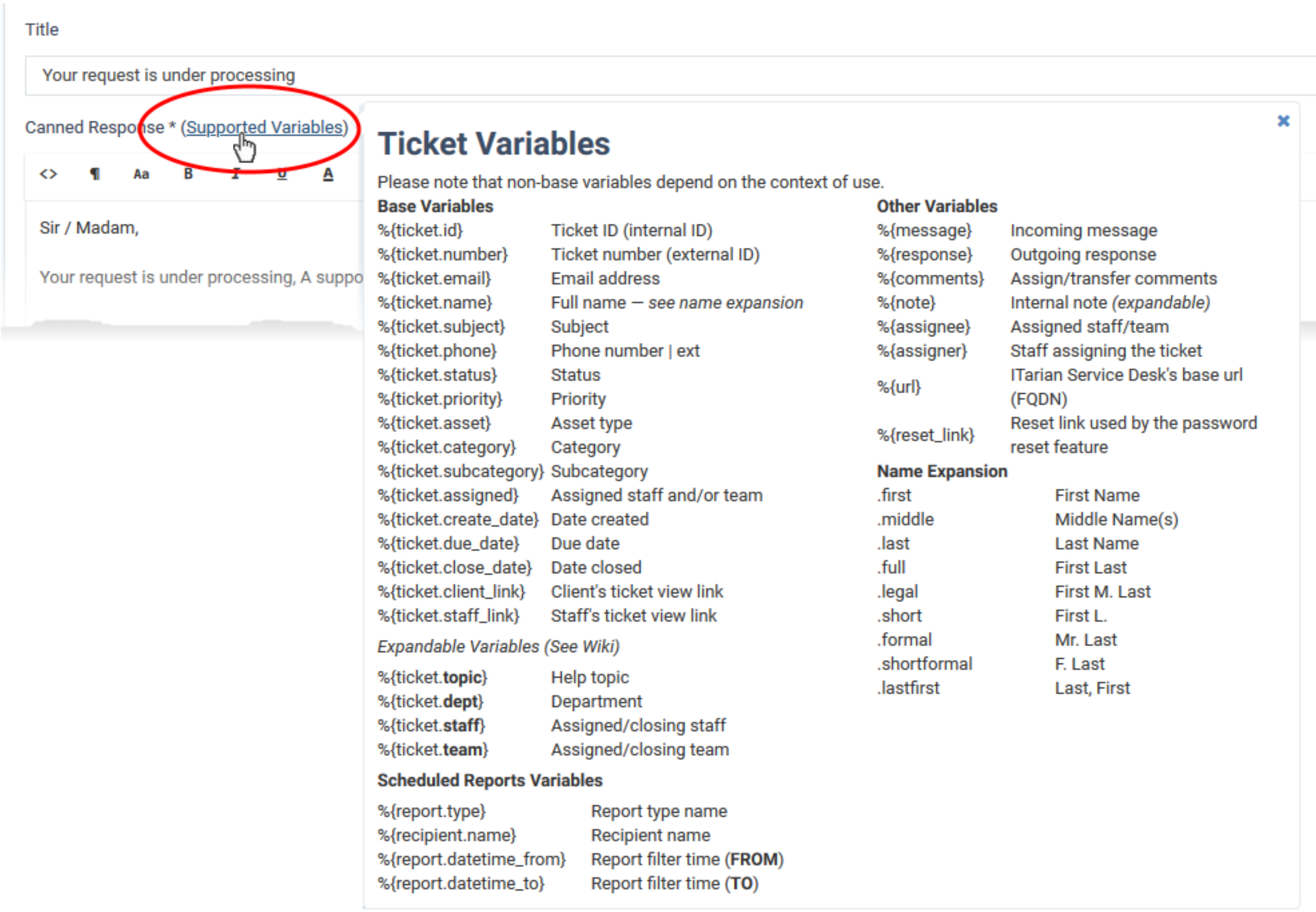

Service Desk > Knowledgebase > Canned Responses
Canned Responses
Add New Response
Enable
Disable
Delete
TITLE
STATUS
Sample (with variables)
Active
Attending soon
Active
Contact Manager
Active
Add New Canned Response
Canned Response Settings
Status: Active Disabled
Department :
All Departments
Canned Response: Make the title short and clear
Title
Canned Response * (Supported Variables)
Canned Attachments (optional)
Browse... 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.

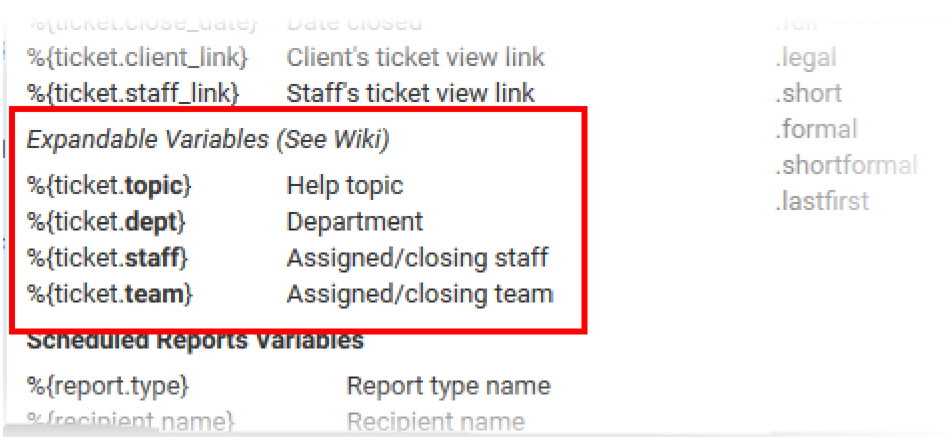
  For example: %{ticket.dept} - Inserts the name of the department to which the ticket is assigned.
- Place your mouse over 'Supported Variables' to view a list of variables you can use in the response content:



- 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:



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.

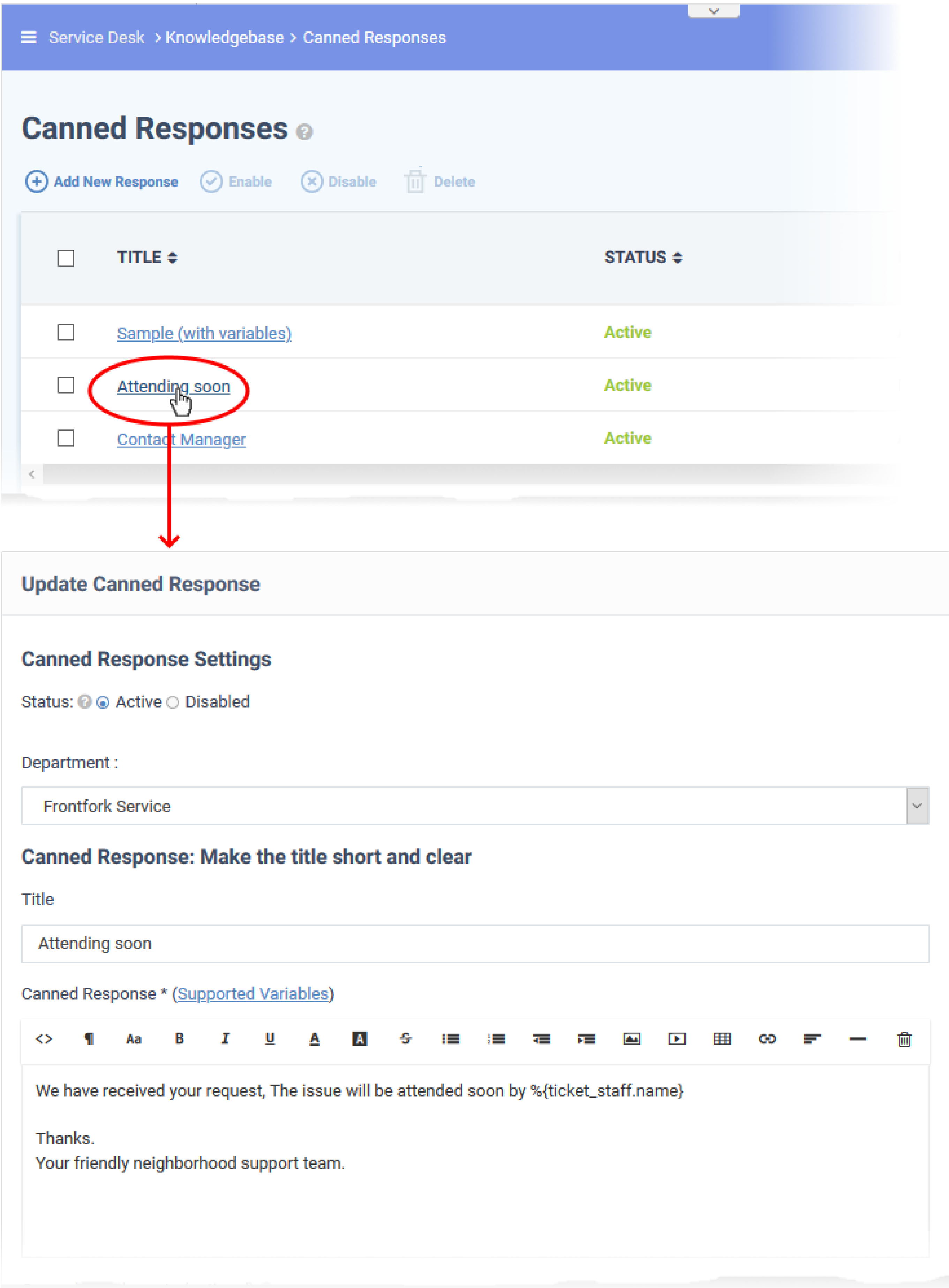
%{ticket.staff.TZoffset} – The date and time at which the ticket is assigned to the staff member

%{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



- Edit the parameters as required

- 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

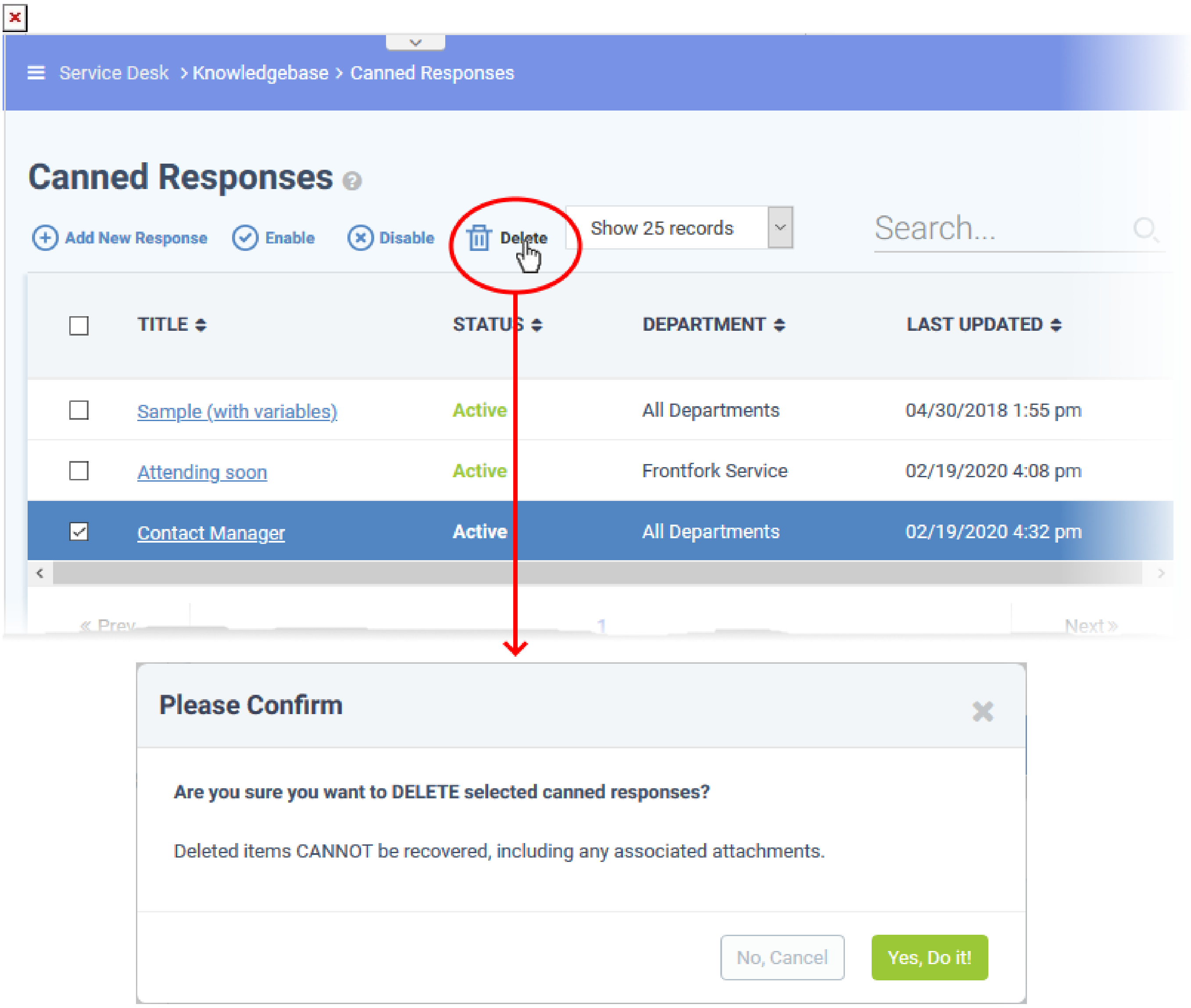
Canned responses that are no longer of use, can be removed from Service Desk.

- 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



- 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.