

Canned Messages

- [Canned Messages:](#)
- [Add New Canned Message:](#)

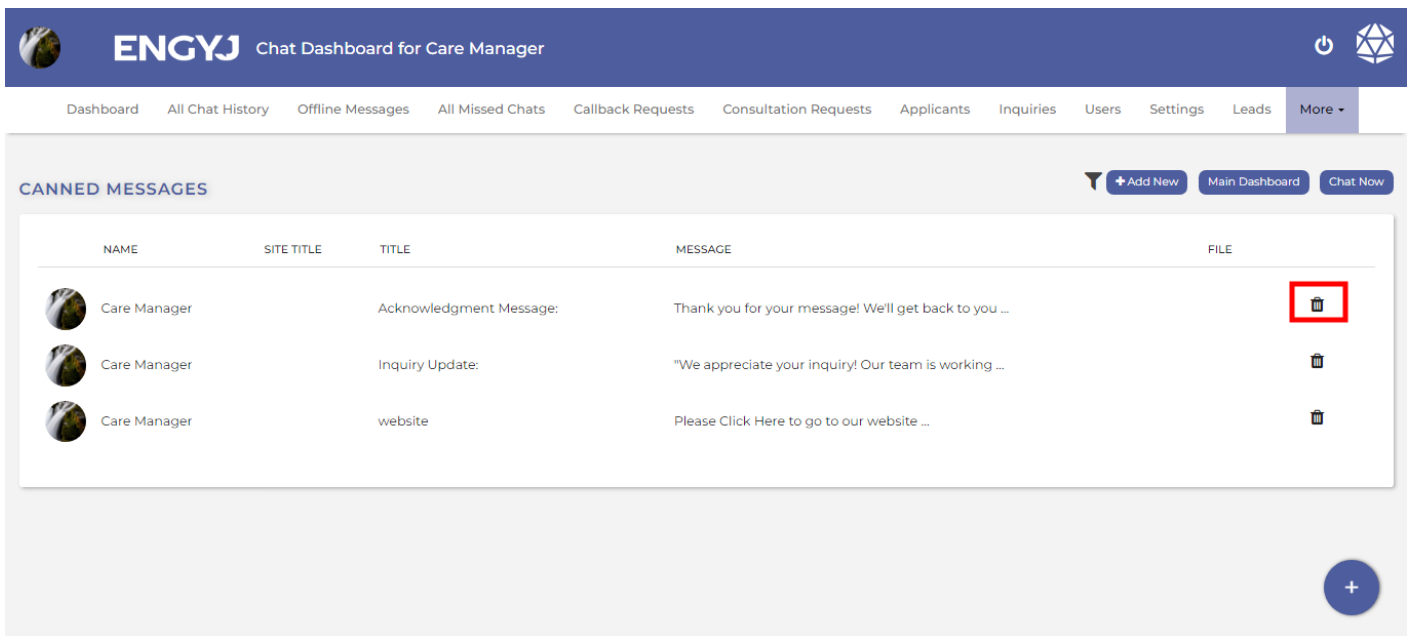
Canned Messages:

Canned messages is a cool feature for agents to reply faster the visitors during the chat. These are cut & dry message templates which could be selected with a single click and send across.




To manage, go to **More > Canned Messages** menu item.

Here all the created canned message will appear along with the name of the creator of that canned message under the NAME column

Each canned message can be deleted by clicking the DELETE icon under ACTION column. Canned messages can be MODIFY by click on it. Check the following figure for reference.



The screenshot shows the ENGJY Chat Dashboard for Care Manager. The dashboard has a dark blue header with the logo and navigation menu. The main content area is titled "CANNED MESSAGES" and contains a table with three columns: NAME, SITE TITLE, and TITLE, MESSAGE, and FILE. The table lists three canned messages, each with a delete icon in the FILE column. The first message is highlighted with a red box around the delete icon.

NAME	SITE TITLE	TITLE	MESSAGE	FILE
Care Manager		Acknowledgment Message:	Thank you for your message! We'll get back to you ...	
Care Manager		Inquiry Update:	"We appreciate your inquiry! Our team is working ...	
Care Manager		website	Please Click Here to go to our website ...	

You can also edit canned messages; you just need to click on them.

Add New Canned Message:

To manage, go to **More > Canned Messages** menu item.

1. Clicking the bottom right corner + button will open a popup where user can fill the title of the Canned Message and the text which will be sent in the chat upon selection.
2. You can also add canned message by clicking on the top right corner beside "chat now and main dashboard" button. Check the following figure for reference.

The screenshot shows the ENGJ Chat Dashboard for Care Manager. The top navigation bar includes the ENGJ logo and the text 'Chat Dashboard for Care Manager'. Below the navigation bar, there are several menu items: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The 'CANNED MESSAGES' section is visible, featuring a table with columns for NAME, SITE TITLE, TITLE, MESSAGE, and FILE. The table contains three entries, each with a trash icon. A red box highlights the '+ Add New' button in the top right corner of the CANNED MESSAGES section. Another red box highlights a '+' button in the bottom right corner of the dashboard.

NAME	SITE TITLE	TITLE	MESSAGE	FILE
Care Manager		Acknowledgment Message:	Thank you for your message! We'll get back to you ...	
Care Manager		Inquiry Update:	"We appreciate your inquiry! Our team is working ...	
Care Manager		website	Please Click Here to go to our website ...	

NOTE: Both title and message fields are used during the quick search while sending a canned message in chat panel.