

# ECS Setup: Implementation - Response Templates

## Implementation: Response Templates

- [Overview](#)
- [Adding a Response Template](#)

### Overview

The Response Templates provides the ability to add certain canned responses that will be presented to customers when they have reached out to a Business Process via a chat or email. A canned response can be used as a place holder until an agent becomes available to handle the interaction or it can be utilized by an agent when actively engaged in an interaction with a customer.

The screenshot shows the 'Implementation' tab with the 'Response Templates' sub-tab selected. The interface displays a table with columns: Name, Text, Language, Media Type, Business Processes, and Creation Date. A single template is listed with the name 'Thank you for contacting us', the text 'Thank you for contacting us. How may I be of service to you today?', language 'English', media type 'All', and creation date '11/7/2017 10:5'. To the right of the table is a list of business processes with checkboxes: Client Tech, Cloud, Customer Service (checked), Dialers, Email, Enterprise, ITaaS, Sales (checked), Test Dialer, Tour Campaign, UCaaS, and Vetanium.

- **Name:** Shows the name of the canned response. The name of the response is what will appear in searches when locating the file to upload to various sub-sections of the portal like the Interaction Handling flow. This is a free form field that can be edited by the Project Manager/Customer Admin.
- **Text:** The exact text that will be presented to the customer when utilizing the canned response. This is a free form field that can be edited by the Project Manager/Customer Admin
- **Language:** Language of the canned response. Select between English, Spanish, Russian or Hebrew
- **Media Type:** The media type the canned response can be used for: Chat or Email
- **Business Processes:** The business processes the canned response is assigned to and can be used when utilizing the media type within the business process
- **Creation Date:** Date and time the canned response was created

### Adding a Response Template

1. Click on the Add New icon to add a canned response

The screenshot shows the 'Response Templates' interface with the 'Add New' icon (a green plus sign) highlighted in a red box in the top right corner of the table area.

2. A new canned response template pop-up box will open. Fill in the following information:
  - a. **Title** – Title/name of the canned response. The title is what will show up when searching to add canned responses within a business process or channel.
  - b. **Language** – language of the response.
  - c. **Media Type** – the media type the response is able to be applied too: Chat, Email or Both.
  - d. **Text** – the text that will appear to customers when they receive the canned response.
  - e. **Business Process** – the business process the canned response can be utilized and assigned.

**Implementation**

Interaction Handling | Media Repository | Dynamic Media Repository | **Response Templates** | Text Template Repository | Address Book Metadata

**Response Templates**

Name: Thank you for contacting us

**New Canned Response**

Title: Hours of Operation

Language: English

Media Type: Chat

Text: Our hours of operation are:  
M-F 8am-6pm  
Saturday 8am-12pm

**Business Processes**

Selected: Client Tech

Not Selected: Cloud, Customer Service

Processes: 11/7/2017 10:5...  
11/16/2017 1:3...

OK Cancel

3. Select Ok.
4. The canned response will be added to the Canned Response Repository.

**Implementation**

Interaction Handling | Media Repository | Dynamic Media Repository | **Response Templates** | Text Template Repository | Address Book Metadata

**Response Templates**

7/7

Name	Text	Language	Media Type	Business Processes	Creation Date
Hours of Operation	Our hours of operation are: M-F 8am-6pm Saturday 8am-12pm	English	Chat	<input type="checkbox"/> Client Tech <input type="checkbox"/> Cloud <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Dialers <input type="checkbox"/> Email <input type="checkbox"/> Enterprise <input type="checkbox"/> ITaaS <input type="checkbox"/> Sales <input type="checkbox"/> Test Dialer <input type="checkbox"/> Tour Campaign <input type="checkbox"/> UCaaS <input type="checkbox"/> Vetanium	5/17/2018 1:52

5. Save and deploy